

**City & Guilds Level 3 CPD
Module in Individual Windblown
Trees
(0041-17)**

Version 1.0 August 2025

Qualification Handbook

Qualification at a glance

Subject area	03.2 Horticulture and Forestry
City & Guilds number	0041-17
Age group approved	16-18, 18+, 19+
Entry requirements	Learners must meet the minimum age requirement. Learners must have achieved the pre-requisite qualification: City & Guilds Level 3 Certificate of Competence in Individual Windblown Trees (0039-37) Details on accepted pre-requisites can be found in section 1 of this document under 'Pre-requisites'.
Assessment	Practical Examination
Grading	Pass/Fail
Approvals	Fast track approval
Support materials	Qualification handbook Assessment Pack - Centres/Candidates Assessment Pack - Assessors
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates.

Title and level	City & Guilds number	Regulatory reference number	GLH	TQT
City & Guilds Level 3 CPD Module in Individual Windblown Trees	0041-17	610/6064/1	7	9

Version and date	Change detail	Section
1.0 August 2025	Initial version	All

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1 Introduction

Area	Description																				
Who is the qualification for?	Under the Provision and Use of Work Equipment Regulations (PUWER) and HSE INDG317 Chainsaws at Work, it is recommended that individuals undertake regular refreshers/updates to ensure they work to industry best practice and maintain their levels of competence. The suggested intervals for refresher training are: - occasional users – every two to three years; - full-time users – every five years. This qualification is for individuals who have achieved the corresponding regulated Certificate of Competence, and wish to undertake formal Continuing Professional Development (CPD) to meet the above recommendations.																				
What does the qualification cover?	Each CPD Module will cover the appropriate practical skills required to meet legislation, industry technical standards and industry good practice. The Chainsaw and Related Operations/Forestry & Arboriculture CPD modules are: <table> <tr> <td>0041-01</td><td>Chainsaw Maintenance and Cross-cutting</td></tr> <tr> <td>0041-02</td><td>Felling Small Trees up to 380mm</td></tr> <tr> <td>0041-03</td><td>Climbing Trees and Aerial Rescue</td></tr> <tr> <td>0041-04</td><td>Using a Chainsaw from a Rope and Harness</td></tr> <tr> <td>0041-05</td><td>Aerial Tree Rigging</td></tr> <tr> <td>0041-14</td><td>Felling and Processing Medium Trees over 380mm and up to 760mm</td></tr> <tr> <td>0041-15</td><td>Felling and Processing Large Trees over 760mm</td></tr> <tr> <td>0041-16</td><td>Dealing with Interwoven Stems and Part Blown Trees</td></tr> <tr> <td>0041-17</td><td>Individual Windblown Trees</td></tr> <tr> <td>0041-18</td><td>Safe Use of a Manually Fed Woodchipper</td></tr> </table> CPD modules are also available for Utility Arboriculture. See the City & Guilds NPTC website for details. www.nptc.org.uk	0041-01	Chainsaw Maintenance and Cross-cutting	0041-02	Felling Small Trees up to 380mm	0041-03	Climbing Trees and Aerial Rescue	0041-04	Using a Chainsaw from a Rope and Harness	0041-05	Aerial Tree Rigging	0041-14	Felling and Processing Medium Trees over 380mm and up to 760mm	0041-15	Felling and Processing Large Trees over 760mm	0041-16	Dealing with Interwoven Stems and Part Blown Trees	0041-17	Individual Windblown Trees	0041-18	Safe Use of a Manually Fed Woodchipper
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0041-18	Safe Use of a Manually Fed Woodchipper																				
What opportunities for progression are there?	This qualification will support progression into/sustainment in employment where dealing with individual windblown trees is part of the role. This qualification will also support progression into further learning in chainsaw and related operations/forestry and arboriculture.																				

Area	Description
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
What is issued on successful completion of the qualification?	Successful candidates will receive an e-certificate and will be issued with a Digital Credential (DC) to their registered email when claimed by their NPTC Assessment Centre. The assessor will complete a feedback form on the candidate's performance in the skills evaluation with any recommendations required.
What is the impact of a Fail result in the assessment?	A Fail result in this qualification does not invalidate any pre-requisite Certificate of Competence (CoC). However, employers, landowners, or those commissioning works may require evidence that valid training/assessment has been completed within the suggested intervals set out in INDG317 before work commences on a site or contract. There is no limit on the number of times a candidate can re-sit the assessment. Centres, candidates and their employers should review the scores and feedback from the assessor and arrange appropriate training before any re-sits.

Structure

For the **City & Guilds Level 3 CPD Module in Individual Windblown Trees (0041-17)** learners must achieve:

City & Guilds unit number	Unit title	GLH
017	Individual windblown trees	7

Pre-requisites

Learners must have achieved the pre-requisite Certificates of Competence (CoCs) listed below before they can be registered for this qualification.

Title	City & Guilds number
City & Guilds Level 3 Certificate of Competence in Individual Windblown Trees	0039-37

- **Equivalent, regulated CoCs from other awarding organisations are acceptable.**
- **Equivalent legacy City and Guilds CoCs are acceptable.**

Total Qualification Time (TQT)

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:

- the number of hours that an awarding organisation has assigned to a qualification for guided learning
- 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 CPD Module in Individual Windblown Trees (0041-17)	7	9

2 Centre requirements

Approval

Fast track approval

Your centre must be approved to offer the associated City & Guilds NPTC Certificate of Competence (CoC) to deliver this qualification (please see pre-requisites table in Section 1: Introduction).

You can apply for fast track approval for this qualification using the fast-track approval form, available from City & Guilds upon request. Please email qasupport@cityandguilds.com for further information on the approval process.

Centres should use the fast track form if:

- there have been no changes to the way the CoC qualifications are delivered
- they meet all of the approval criteria in the fast-track form guidance notes.

Centre staff should familiarise themselves with the structure, content and skills evaluation requirements of the qualification before delivering the programme.

Resource requirements

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 assessment.

Centre staffing

Staff delivering this qualification 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

Continuing Professional Development (CPD) for delivery staff

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and quality assurance, and that it takes account of any national or legislative developments.

Assessor requirements

Staff delivering this assessment must be approved Certificate of Competence (CoC) City & Guilds NPTC Assessors. This assessment can only be delivered by an assessor who is suitably qualified and meets the requirements of the awarding organisation.

Certificate of Competence (CoC) 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.

Quality Assurance

Approved centres must have effective quality assurance systems to ensure optimal 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 (IQAs) 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. External Quality Assurers (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

Learners must meet minimum age requirements.

Centres must ensure that any pre-requisites stated in Section 1: Introduction are met.

Centres must ensure that the qualification is appropriate for the learner.

Access arrangements and reasonable adjustments

City & Guilds has considered the design of this/these qualification(s) and its/their assessments in order to best support accessibility and inclusion for all learners. City & Guilds understands however that individuals have diverse learning needs and may require reasonable adjustments to fully participate. Reasonable adjustments, such as additional time or alternative formats, may be provided to accommodate learners with disabilities and support fair access to assessment.

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.

Special consideration is a post examination adjustment to a candidate's mark or grade to reflect temporary injury, illness or other indisposition at the time of the examination/assessment.

Please refer to the documents 'Joint Council for Qualifications (JCQ) Access Arrangements and Reasonable Adjustments', 'JCQ – A Guide to the special consideration process' and

'Access arrangements – When and how applications need to be made to City & Guilds' for more information. All of these are available on the **City & Guilds website**

3 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
- any support and guidance they may need when working towards their 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 products 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 products 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 resources that can be reused, instead of the use of disposable or single use consumables)
- waste procedures (ensuring that waste is minimised, recycling is in place wherever possible)
- minimising water use.

Support materials

The following resources are available for this qualification:

Description	How to access
Qualification Handbook	www.nptc.org.uk
Assessment Pack – Centres/Candidates	www.nptc.org.uk
Assessment Pack – Assessors (available to approved NPTC assessors only)	www.nptc.org.uk (secure login)
Record of Assessment (ROA) (available to approved centres and NPTC assessors only)	www.nptc.org.uk (secure login)

4 Assessment

Assessment of the qualification

Learners must:

- successfully complete one skills evaluation carried out by an approved Certificate of Competence (CoC) City & Guilds NPTC Assessor.

Skills evaluation			
Unit	Title	Method	Where to obtain materials
017	Individual windblown trees	Practical observation with oral questioning.	Materials can be downloaded from the secure area of www.nptc.org.uk

Assessment strategy

Non-Independent Assessment

Practical assessment with oral questioning by an NPTC City & Guilds approved Assessor. The Assessor can be the same individual who carried out the training or could be a different person. The Assessor must be approved and registered with City & Guilds NPTC. The assessment must be a stand-alone process that is separate to the training and cannot be spread out across the length of the training course i.e. the assessment is conducted at the end of the training course or on a separate day.

City & Guilds has written the practical skills evaluation 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:

- Qualification registration is valid for **12 months**.
- Assessment duration: **1.5 - 2 hours**
- Expected maximum number of candidates per day: **4**
- Maximum recommended number of candidates to assessor is **1:1**

Assessment specification

The way the content is covered by the assessment is laid out in the table below:

Assessment: Skills evaluation	Duration: 1 - 1.5 hours		
Unit	Outcome	Topic	Skills evaluation
017 Individual windblown trees	LO1 Carry out operations to deal with individual windblown trees	1.1-1.18	Activity 1-18

The Skills Evaluation is graded **Pass/Fail**.

- Each activity is scored 1-5 according to the score descriptors below and the guidance in the **Assessment Pack**.
- To achieve an overall Pass result, candidates must score a minimum of 3 for **each** activity in the skills evaluation.
- A score of 2 or below for **any** activity will automatically result in a Fail overall.

Refer to the relevant **Assessment Pack** for further detail. Materials can be downloaded from www.nptc.org.uk

Score descriptors

The descriptors in the table below will be used to assign a score for each activity in the skills evaluation. Scores provide targeted feedback to candidates/employers on areas of strength/development and training needs.

Score	Descriptor
1	A poor level of skill/knowledge, potentially requiring intervention or termination of the assessment on the grounds of safety. It would be recommended that the candidate carries out no further work in the topic until further training has been completed.
2	A less than sufficient level of technical skills/knowledge demonstrated. It would be recommended that further training and consolidation in the topic should be sought.
3	Sufficient level of technical skills/knowledge. Candidate worked at the minimum standard for the topic, complying with industry good practice. Candidate should continue as demonstrated and consolidate their skills/knowledge.
4	A good level of technical skills/knowledge. Candidate worked above the minimum standard for the topic, complying with industry good practice while working efficiently. Candidate should continue as demonstrated and consolidate their skills/knowledge.
5	Excellent technical skills/knowledge. Candidate consistently worked above the minimum standard for the topic, complying with industry good practice while working highly efficiently. Candidate should continue as demonstrated.

5 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- title
- level
- guided learning hours (GLH)
- assessment method
- unit aim
- learning outcomes, which consist of several topics
- supporting information.

Guidance for delivery of the units

This qualification is made up of a single 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 topics (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.

Supporting information provides specific guidance on delivery. Centres are advised to review this information carefully before delivering the unit.

Unit 017

Individual windblown trees

Level:	3
GLH:	7
Assessment method:	Skills Evaluation carried out by an approved Certificate of Competence (CoC) City & Guilds NPTC Assessor: Practical observation with oral questioning
Aim:	The purpose of this unit is to provide formal Continuing Professional Development (CPD) for learners who have achieved the pre-requisite Certificate of Competence, to maintain and/or develop their competence in dealing with individual windblown trees.

Learning outcomes

The learner will be able to:

LO1 Carry out operations to deal with individual windblown trees. **(Topic 1.1-1.18)**

Topic 1.1 Carry out a risk assessment specific to the site the task and the machine

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

Topic 1.2 State the emergency procedures relevant to the site

Emergency procedures relevant to the work site

Topic 1.3 State safety considerations when dealing with individual windblown trees

Safety considerations when dealing with windblown trees:

- Risk assessment must be carried out.
- Emergency procedure must be agreed
- All works adjacent to public highways must comply with road traffic and signage regulations
- Condition of surrounding trees
- Terrain, ground conditions, weather and tree condition will have safety implications on severing of root plates

Topic 1.4 Select and inspect winch and ancillary equipment and comment on condition and compatibility

Select and inspect work equipment:

- Check for signs of damage or fatigue to equipment
- Ensure winch, strops, chokers, winch rope, cable fittings, shackles, other ancillary equipment are compatible
- Winch overload prevention device in place
- Winch components secure

Topic 1.5 Inspect site, uprooted tree, and anchor points and comment on system to be set up

Explanation of the site, tree, anchor points and the system to be set up including:

- Planning of site
- Location of anchor points
- Equipment required
- Communication between winch operator and the chainsaw operator established

Topic 1.6 Prepare and set up site

Preparation and set up of the site:

- Prepare site by removing obstacles at work position and behind root-plate to route winch cable
- Establish escape routes as appropriate
- Choose cutting position to ensure no obstructions behind chainsaw operator

Topic 1.7 Select winch and anchor points and set up winching system

Set up of winching system may include:

- Winch and anchor point suitability adequate for weight of tree and root-plate
- Capacity and configuration of equipment compatible with load to be applied
- Allowance made for any shock loading that may be applied to the system, especially on slopes
- Escape route available for chainsaw and winch operator if applicable

Topic 1.8 Pre-tension winch to restrain a root plate

Pre-tension winching system:

- Position stops in relation to where cuts are to be made
- Pre-tension cable fully prior to severing root-plate
- Identify risk zones
- Root plate restrained adequately

Topic 1.9 Explain the sequence of cuts

Sequence of cuts:

- A reducing cut is made on the far side of the timber
- Relieving cut made into compression wood
- Severing cut made into tension wood leaving a minimum step of 25mm to leave the saw on the part that will move the least
- Ensure strop/choker avoided when making cuts
- Use escape routes as necessary
- Root plate winched over as appropriate and left in a safe and stable condition

Topic 1.10 Sever tree from root-plate

Tree is severed from root-plate:

- Ensure there is no risk to the operator from the root-plate rolling or falling or the stem springing (including sideways)
- Identify tension and compression in stems and select severing methods which is appropriate to tree size and condition
- Aid tools used if applicable
- Ensure tree and root-plate are in a safe condition to enable subsequent operations
- Clearly marked as a hazard if root-plate cannot be made safe

Topic 1.11 De-tension and dismantle winching system and make tree and root-plate safe

De-tension and dismantle winching system:

- tension in the system released
- make sure root-plate and tree stem are in a safe and appropriate position
- dismantle, inspect, clean and stow winch system components.

Topic 1.12 Remove branches from felled trees using a recognised method

Branch removal techniques:

- A systematic sequence of cuts and position of the saw to remove branches as appropriate for the branching habit
- Correct stance and support of the saw on tree or right leg
- Left thumb around the front handle
- Neither handle released while the chain is moving
- Apply chain brake if reaching across bar
- Apply chain brake when negotiating obstacles
- Not walking when the saw is on the same side of the tree as the operator without applying the chainbrake
- Avoid working on lower side of tree on side slopes
- Operator not reaching too far round with saw on far side of tree
- Operators not cutting towards legs or body
- Avoiding the use of the tip of guidebar
- Avoiding overreaching with chainsaw
- Not straddling the stem
- Compression and tension forces assessed, and appropriate cuts used
- Using an under-sweep technique if applicable
- The top cut at an appropriate diameter
- Top removed with a safe method of cutting
- The stem turned using appropriate aid tools/ techniques
- Using the stem for protection when removing remaining branches as appropriate
- Using a safe and effective method to sever remaining branches
- All branches being removed flush with the stem

Topic 1.13 Cross-cut pole length timber in accordance with the site specification

Cross-cutting of timber to length:

- ensuring appropriate safe working distances from both fuel and other operators is maintained
- correct use of PPE
- timber is in a safe and appropriate position
- safe starting procedure adopted
- safe stance adopted including:
 - legs and feet are clear of the chain
- chainsaw is stable/secure/supported during crosscutting
- minimal risk of muscular/skeletal injury
- bar aligned to maintain accuracy
- head out of line of chain
- use of throttle to cut safely and efficiently
- cutting techniques employed to complete severance of timber

- appropriate boring technique used if applicable
- sequence of cuts undertaken to prevent saw becoming trapped
- appropriate aids used for lifting, rolling or levering if applicable
- accuracy of measurement within site specification and reasonable tolerances
- tension and compression cuts should meet
- chain brake used appropriately
- saw switched off and left in safe position, bar cover replaced if appropriate

Topic 1.14 Check timber is in an appropriate and safe position

Timber should be left in a safe, stable condition and appropriate position as per the site specification.

Topic 1.15 Dispose of waste safely in line with legislation

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

Topic 1.16 Use appropriate tools, equipment and personal protective equipment (PPE)

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

Topic 1.17 Carry out work to minimise environmental damage

Any possible environmental damage is minimised at all times.

Topic 1.18 Worked in a way which maintains health and safety and is consistent with relevant legislation and industry good practice

All activities must be completed in a way which protects the operator and those around them, consistent with relevant legislation and industry good practice.

Supporting information

Unit guidance

The delivery of this unit should be carried out in a real-life working environment.

All equipment and machinery used in the delivery of the unit must comply with manufacturer's guidelines and the relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998.

Learners should be familiar with all equipment and machinery that they are going to operate. Equipment and machines must be used/operated in such a way that the learner, assessor, other persons or equipment/machinery are not endangered.

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. It is strongly recommended that candidates hold at least a recent, recognised 'Emergency First Aid' Training Certificate. Assessors must hold a current 'First Aid at Work' Certificate.

Assessors must ensure a risk assessment is carried out, and sufficient control measures are implemented.

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.

Provision must be made to comply with environmental and sustainability regulations and standards; segregation of resources for reuse, recycling and disposal should be implemented.

If these conditions are not observed this will result in the learner not completing the assessment.

Suggested learning resources

- Forest Industry Safety Accord (FISA) guides.
- Arboriculture Association (AA) technical guides.
- Forestry Commission Technical Guide: Winching operations in forestry.
- Manufacturer's handbooks, operators manuals and product labels/packaging.
- HSE Safety bulletins.

Additional technical information can be sought from the relevant manufacturer's operator manuals or any other appropriate training or safety publication.

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.

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

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