



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

March 2022 Version 1.1

**Assessment Pack – Centre and Candidate
Version**

Version and date	Change detail	Section
1.0 December 2021	First version	
1.1 March 2022	<p>Corrected formatting and typographical errors</p> <p>Added 'In areas where different voltages are used to the ones listed within this guidance, regional variation may be applied.'</p> <p>Added pre-requisites</p> <p><i>Unit 401</i> Activity 1 Corrected regulation title</p> <p>Activity 2 Corrected regulation title</p> <p>Activity 9 Amended criteria to 'any works beyond the minimum safety clearance may have to be agreed'</p> <p>Activity 11 Corrected regulation title in criteria</p> <p>Activity 13 Corrected regulation title</p> <p>Activity 18 Amended to 'Explain the relevant considerations when obtaining written and signed permission for undertaking statutory works'</p> <p>Activity 19 Amended description to 'Explain the requirements when gaining written consent from the landowner'</p> <p>Activity 23 Amended to 'State the native species that might be suggested for re-planting close to the electrical network'</p> <p>Activity 24 Amended description to 'State species that would be totally unsuitable for re-planting near the electrical network'</p> <p>Activity 27 Corrected regulation title to 'Conservation of habitats and species regulations 2019'</p> <p><i>Unit 402</i> Activity 3 Added to description</p> <p>Activity 5 Removed 'throughout the course of work' from criteria 6 (checking phone)</p> <p>Activity 6 Added 'Working at Height Regulations'</p>	<p>Throughout</p> <p>Page 4</p> <p>Practical observation descriptor table</p>

Amended 'AFAG 805' to 'industry good practice.'
Removed 'current clearances', 'recut dates' and 'detail
third party access provisions' from criteria

Activity 7 Removed 'work zones' from criteria

Amended descriptions (1, 2, 13, 18, 23 and 24)

Practical table 401

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Pre-requisites

Candidates must have achieved:

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

Level 3 Certificate of Competence in Utility Arboriculture Tree Species Recognition, Growth Characteristics and Associated Hazards (0038-31)

or equivalent qualifications.

Centres must ensure that any pre-requisites stated are met.

Introduction

This assessment relates to the units in the Qualification Handbook. The assessment(s) can be achieved at pass grade only. If any task is not achieved the candidate is unsuccessful.

This assessment is for the following units and learning outcomes:

401 Utility Arboriculture Surveyor Theory covering the following learning outcome:

1. Understand utility arboriculture surveyor theory

402 Utility Arboriculture Surveyor - Practical covering the following learning outcome:

1. Carry out utility arboriculture surveyor practical skills

General guidance on the requirements for assessment can be found in the Assessor Guidance document available on the City & Guilds web site www.nptc.org.uk

The assessor must complete the Practical Table mark sheet for each candidate which should be kept by the assessor for a minimum period of twelve months.

Record of assessment (ROA)

A prepopulated record of assessment must be completed by the assessor following an assessment. The number of learning outcomes is listed above, these must be ticked in the relevant 'met' or 'not met' sections of the ROA.

ARAS Forms

An Assessment Result Advice Slip (ARAS form) must be completed by the assessor following an assessment. The ARAS is not a certificate but, based on the evidence of the candidate's performance, is a recommendation to City & Guilds that the candidate has either met or not met the assessment criteria. All feedback is to be recorded by the assessor on the feedback section of the ARAS form.

Assessment Time

The expected assessment time for this qualification is 6 hours.

Site/workshop requirements:

Classroom, High and low voltage overhead network with associated electrical equipment

Equipment/Machinery:

n/a

Consumables:

Paper, pencils, data collection devices

This is a closed book assessment.

In areas where different voltages are used to the ones listed within this guidance, regional variation may be applied.

Practical observation descriptor table

Unit 401 Utility Arboriculture Surveyor - Theory

Activity number and description from check list		Assessment criteria
1	Explain the requirements of Electricity at Work Regulation 14	<p>The requirements of Electricity at Work Regulation 14 may include:</p> <ul style="list-style-type: none"> • 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
2	State the principles surrounding the Electricity At Work Act 1989 Schedule 4, Paragraph 9 with reference to vegetation management	<p>Principles surrounding the Electricity At Work Act 1989 Schedule 4, Paragraph 9 may include:</p> <ul style="list-style-type: none"> • 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
3	Explain the constraints imposed by the Electricity Safety, Quality and Continuity Regulations 2002 (ESQCR 2002)	<p>Constraints imposed by the Electricity Safety, Quality and Continuity Regulations 2002 (ESQCR 2002) may include:</p> <ul style="list-style-type: none"> • 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

4	Explain the additional regulations imposed by the ESQCR 2006 amendments	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
5	State the minimum clearances required by Energy Network Association, Technical Specifications (ENA, TS) 43-8 for trees that can support a person or ladder	Minimum clearances required by ENA TS 43-8 for trees that can support a person or ladder may include: <ul style="list-style-type: none"> • LV - 33kv = 3m • 66kv = 3.2m • 132kv = 3.6m • 275kv = 4.6m • 400kv = 5.3m
6	State the main principles of Engineering Technical Report (ETR) 136	The main principles of ETR136 may include: <ul style="list-style-type: none"> • 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
7	State the relevant aspects of HS(G)47 and GS6	Relevant aspects of HS(G)47 and GS6 may include: <ul style="list-style-type: none"> • 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
8	Explain the relevant aspects of Engineering Recommendation (ER) G55 which allows for preparation of, and working safety on site	Relevant aspects of ER G55 may include: <ul style="list-style-type: none"> • Live Zones • Vicinity Zones • categorisation of trees • competence of operators • electrical risk assessment

9	<p>Explain Tree Preservation Order (TPO) and conservation area legislation and potential exemptions for power line clearance operations</p>	<p>Aspects of TPO and Conservation Area legislation and potential exemptions may include:</p> <ul style="list-style-type: none"> • TPO legislation prohibits the cutting down, uprooting, topping, lopping, willful damage or willful 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 safety clearance may have to be agreed
10	<p>State the relevant aspects, concerning power line clearance operations, of the Forestry Act 1967 and any potential exemptions that may apply</p>	<p>Aspects concerning power line clearance operations, and the Forestry Act 1967 may include:</p> <ul style="list-style-type: none"> • 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., <i>Phytophthora</i> spp • notifiable invertebrates i.e., <i>Dendroctonus micans</i> (Great Spruce Bark Beetle), <i>Thaumetopoea processionea</i> (Oak Processionary moth)

<p style="text-align: center;">11</p>	<p>Explain the implications of the Hedgerow Regulations 1997</p>	<p>Relevant aspects of the Hedgerow Regulations 1997 may include:</p> <ul style="list-style-type: none"> • 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 at work 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
<p style="text-align: center;">12</p>	<p>Explain how the Occupier Liability Act 1984 (amended) can influence the work undertaken during line clearance</p>	<p>Relevant aspects of the Occupier Liability Act 1984 (amended) may include:</p> <ul style="list-style-type: none"> • 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
<p style="text-align: center;">13</p>	<p>State the powers that can be used on sites in Britain relating to the Conservation of habitats and species regulations 2019</p>	<p>The powers that can be used on sites in Britain relating to the Conservation of habitats and species regulations 2019 may include:</p> <ul style="list-style-type: none"> • 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

14	State the expected conduct for a surveyor undertaking Utility Surveying	<p>The expected conduct for a surveyor undertaking utility surveying may include:</p> <ul style="list-style-type: none"> • 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
15	State the considerations when introducing yourself to the landowner for the first time	<p>Considerations when introducing yourself to the landowner may include:</p> <ul style="list-style-type: none"> • 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
16	State the reasons for tree clearance work carried out on behalf of the Network Operator	<p>The reasons for tree clearance work carried out on behalf of the Network Operator may include:</p> <ul style="list-style-type: none"> • legislation requires minimum clearances • Network Operator requires specific clearance • trees may be in contact with the line • public safety • maintain continuous supply • other
17	State what may happen if trees or branches come into contact with overhead lines	<p>The effects of trees or branches coming into contact with overhead lines may include:</p> <ul style="list-style-type: none"> • 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

18	Explain the relevant considerations when obtaining written and signed permission for undertaking statutory works	<p>Relevant considerations when obtaining written and signed permission for undertaking statutory works may include:</p> <ul style="list-style-type: none"> • 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
19	Explain the requirements when gaining written consent from the landowner	<p>The requirements when gaining written consent from the landowner may include:</p> <ul style="list-style-type: none"> • 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
20	State areas where additional precautions over and above the standard contact with the landowner might be required	<p>Areas where additional precautions over and above the standard contact with the landowner might be required may include:</p> <ul style="list-style-type: none"> • protected sites including Site of Special Scientific Interest (SSSI) etc • European Protected Species (EPS) sites • Network Rail sites • regional Forestry Commission land • quarries • other
21	State the important elements of the disposal of arisings on any permission.	<p>The important elements of the disposal of arisings on any permission may include:</p> <ul style="list-style-type: none"> • 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

22	State situations where a restricted cut may be justifiable	Situations where a restricted cut may be justifiable may include: <ul style="list-style-type: none"> • 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
23	State the native species that might be suggested for re-planting close to the electrical network	Native species that might be suggested for re-planting close to the electrical network may include: <ul style="list-style-type: none"> • Blackthorn • Hawthorn • Rowan • Holly • Hazel • Elder • Crab apple • Dogwood • Spindle • other
24	State species that would be totally unsuitable for re-planting near the electrical network	Species that would be totally unsuitable for re-planting near the electrical network may include: <ul style="list-style-type: none"> • Willow • Poplar • Ash • Alder • Wild cherry • Lime • Birch • other
25	Explain the dangers of working on a tree that has decay, defects or damage	Possible dangers when working on a tree that has decay, defects or damage may include: <ul style="list-style-type: none"> • 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

26	State the protection available for plants, birds, and other animals	<p>Protection available for plants, birds and other animals may include:</p> <ul style="list-style-type: none"> • 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 no excuse
27	State relevant wildlife and environmental legislation	<p>Relevant wildlife and environmental legislation may include:</p> <ul style="list-style-type: none"> • 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 • Conservation of habitats and species regulations 2019 • Other
28	State the indicators that bats may be present on a site	<p>Indicators that bats may be present on a site may include:</p> <ul style="list-style-type: none"> • potentially all woodland sites, individual and groups of trees • hedge rows • out buildings • older trees, split branches, cavities, beneath ivy or loose bark
29	State the appropriate site management considerations if bats are suspected to be present on site	<p>Management considerations may include:</p> <ul style="list-style-type: none"> • 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

30	State European Protected Species (EPS) (Not including bats)	European Protected Species may include: <ul style="list-style-type: none"> • dormice • otters • great crested newts • sand lizards • natterjack toads
31	Explain the possible treatments of hedgerows	Potential treatments for hedgerows may include: <ul style="list-style-type: none"> • 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
32	Explain the potential uses and any drawbacks in using herbicide treatments	Potential uses and any drawbacks in using herbicide treatments may include: <ul style="list-style-type: none"> • 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
33	Explain the term wildlife corridors	Wildlife corridor definitions may include: <ul style="list-style-type: none"> • 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
34	Explain the term veteran tree	A veteran tree can be defined as: <ul style="list-style-type: none"> • a tree that is of interest biologically, aesthetically, or culturally because of its age, size and condition

35	State the management solution for dealing with veteran trees in proximity to an overhead network	<p>The management solution for dealing with veteran trees in proximity to an overhead network may include:</p> <ul style="list-style-type: none"> • where veteran trees are in proximity to overhead lines, good practice is, where practicable to seek to remove risk by reduction rather than felling
36	Explain how allelopathic plants can be a useful tool when managing vegetation adjacent to the overhead network	<p>Reasons how allelopathic plants can be a useful tool when managing trees adjacent to the overhead network may include:</p> <ul style="list-style-type: none"> • 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
37	Explain the essential elements of good forestry practice in relation to felling in woodlands	<p>Elements of good forestry practice in relation to felling in woodlands may include:</p> <ul style="list-style-type: none"> • 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 <i>Heterobasidion annosum</i> with a dye added to the treatment to ensure complete coverage

Unit 402 Utility Arboriculture Surveyor - Practical

Activity number and description from check list	Assessment criteria
1 Prepare a site-specific risk assessment	Identify hazards, risks, and controls relevant to the site and task
2 State generic risks	Identify generic hazards that are specific to the site
3 Undertake a vegetation survey A minimum of 3 spans must be surveyed Site to contain trees of different categories and examples of live and dead working must be stipulated	Vegetation survey: <ul style="list-style-type: none"> • 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
4 Prepare electrical risk assessment	Electrical risk assessment may include: <ul style="list-style-type: none"> • 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
5 Prepare emergency procedure documentation	Emergency procedures may include: <ul style="list-style-type: none"> • 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 • name/number of line/circuits • pole numbers • nearest substation • nearest landline • nearest accident and emergency unit

<p>6</p>	<p>Prepare vegetation survey documentation</p> <p>Reference to be made to the relevant aspects of:</p> <p>Electricity at Work Regulations</p> <p>Working at Height Regulations</p> <p>Highway Legislation/New Road and Street Works Act</p> <p>HS(G)47, Avoiding danger from underground services</p> <p>GS6, Avoidance of danger from Overhead Electric Lines</p> <p>BS3998, British Standard Recommendations for Tree Work</p> <p>Industry good practice</p> <p>ENA ER G55 Safe Tree Working in Proximity to Overhead Electric Lines</p> <p>COSHH, Control of Substances Hazardous to Health</p>	<p>Document details of trees/vegetation and associated reference numbers:</p> <ul style="list-style-type: none"> • document details of trees/vegetation not requiring any work • record categories of trees/vegetation on site • prescribed clearances • live or dead working • detail traffic management provisions • detail prescribed pruning/felling methods • any dangerous overhang to be recorded • record job timings and staff required • equipment needed (chipper, MEWP etc)
<p>7</p>	<p>Produce accurate plans</p>	<p>Plans to show but not limited to the following:</p> <ul style="list-style-type: none"> • overhead network location • trees/vegetation/reference numbers • overhead/underground utilities • traffic management parameters • roads • properties • access/egress • emergency meeting point • significant hazards • other
<p>8</p>	<p>Complete permission form</p>	<p>Permission form to include:</p> <ul style="list-style-type: none"> • 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 any protection (TPO, conservation area, felling licence etc) • landowner signature and date of consent

Practical tables

Unit 401 Utility Arboriculture Surveyor - Theory

Candidate name:

Date:

Start time:

Finish time:

All criteria must be achieved.

Activity number and description	Achieved
1. Explain the Electricity At Work Regulation 14	
2. State principles surrounding the Electricity At Work Act 1989 Schedule 4, Paragraph 9	
3. Explain the constraints imposed by the Electricity Safety, Quality and Continuity Regulations 2002 (ESQCR 2002)	
4. Explain the additional regulations imposed by the ESQCR 2006 amendments	
5. State the minimum clearances required by ENA TS 43-8 for climbable trees	
6. Explain the main principles of ETR136	
7. State the relevant aspects of HS(G)47 and GS6	
8. Explain the key aspects of ER G55	
9. Explain TPO and Conservation Area legislation and potential exemptions for Power Line clearance operations	
10. State relevant aspects of the Forestry Act 1967	
11. Explain the implications of the Hedgerow Regulations 1997	
12. Explain how the Occupier Liability Act 1984 can influence the work undertaken	
13. State the powers that can be used on sites in Britain relating to the Conservation of habitats and species regulations 2019	
14. State the expected conduct for a surveyor undertaking Utility Surveying	
15. Explain the considerations when introducing yourself to the landowner	
16. State the reasons for tree clearance work being carried out	
17. State what may happen if branches come into contact with overhead lines	
18. Explain the relevant considerations when obtaining written and signed permission for undertaking statutory works	
19. Explain the requirements when gaining written consent from the landowner	
20. State areas where additional precautions might be required when visiting	
21. Explain the important elements of the disposal of arisings on any permission	
22. Explain justification for the use of restricted cuts	
23. State native species suggested for re-planting close to the electrical network	
24. State species that would be totally unsuitable for re-planting near the electrical network	
25. Explain the dangers of working on a tree that has decay/defects or damage	

26. State the protection available for plants, birds, and other animals	
27. State relevant wildlife and environmental legislation	
28. Explain the indicators that bats may be present on a site	
29. State site management considerations if bats are suspected to be present	
30. Identify European Protected Species (not including bats)	
31. Explain the possible treatments of hedgerows	
32. Identify the potential uses and any drawbacks in using herbicide treatments	
33. Explain the term 'wildlife corridors'	
34. Explain the term 'Veteran Tree' and potential management solutions	
35. State the management solution for dealing with veteran trees	
36. Explain how allelopathic plants can be a useful tool when managing vegetation	
37. Explain the essential elements of good forestry practice	
	Grade (P/X)

Assessor feedback:
Candidate feedback:

Assessor signature and date	
Candidate signature and date	

Unit 402 Utility Arboriculture Surveyor - Practical

Candidate name:

Date:

Start time:

Finish time:

All criteria must be achieved.

Activity number and description	Achieved
1. Prepare a site-specific risk assessment	
2. Identify generic risks	
3. Undertake vegetation survey	
4. Prepare electrical risk assessment	
5. Prepare emergency procedure documentation	
6. Prepare vegetation survey documentation	
7. Produce accurate plans	
8. Complete permission form	
Grade (P/X)	

Assessor feedback:

Candidate feedback:

Assessor signature and date	
Candidate signature and date	

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.nptc.org.uk

City & Guilds Centre Manual

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

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

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

Our Quality Assurance Requirements

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

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

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

- Ofqual's General Conditions of Recognition

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

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

Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: information@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com

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