CPD Modules: Chainsaw and Related Operations (0041-01 to 05)

September 2021 Version 1.0

CPD Module Pack

CPD Modules at a glance

Industry area	Forestry and Arboriculture
City & Guilds number	0041-01 to 05
Age group	16-19, 19+
Entry requirements	Candidates must hold the corresponding regulated qualification. See table in handbook for details. Centres must ensure that any pre-requisites stated are met.
Assessment	To gain the CPD module, candidates must successfully achieve the following assessments: • Practical skills test by an NPTC City & Guilds approved assessor
Grading	Pass only
Approvals	Full centre approval Qualification approval
Registration and certification	Registration and Digital Awarding of these CPD modules is through the Walled Garden and is subject to end dates.

Title	City & Guilds number
CPD Module in Chainsaw Maintenance and Cross-cutting	0041 – 01
CPD Module in Felling up to 380mm	0041 – 02
CPD Module in Climbing Trees and Aerial Rescue	0041 – 03
CPD Module in Using a Chainsaw from a Rope and Harness	0041 – 04
CPD Module in Aerial Tree Rigging	0041 - 05

Version and date	Change detail	Section
1.0	First version	

Contents

1 Introduction

Purpose of the CPD modules?

Area	Description
OVERVIEW	
Who are the CPD modules for?	Individuals who are qualified chainsaw operators and under Provision and Use of Work Equipment Regulations (PUWER) are required to have refresher training every 3-5 years.
What do the CPD modules cover?	Each CPD module will cover the appropriate practical skills required to meet legislation, industry technical standards and industry good practice. The chainsaw CPD modules are: 001 – chainsaw maintenance and cross-cutting 002 – felling trees up to 380mm 003 – tree climbing and aerial rescue 004 – chainsaw from a rope and harness 005 – aerial tree rigging
How do candidates register on CPD modules?	Assessment Centres will register candidates on the applicable CPD module. When registering candidates, the candidates email address for the Digital Credential (DC) to be sent to.
How are the CPD modules delivered?	These CPD modules are delivered by NPTC/ City & Guilds approved assessors. The skills test can be done alongside or separately at the end of training.
What is issued on successful completion of a CPD module?	Each candidate will complete the appropriate skills test which will be scored. Each skills test has a minimum score for the CPD module to be achieved. Candidates achieving the minimum score requirement will be issued a CPD Module Digital Credential (DC) to the registered email which is claimed by their NPTC Assessment Centre. The assessor will complete a feedback form on the candidate's performance in the skills test with any recommendations required.

CPD module structure

For the **CPD Module in Chainsaw Maintenance and Cross-cutting (0041 – 01)** candidates must be trained and complete the skills test in:

Module number	Module title
001	Chainsaw maintenance and cross-cutting

For the **CPD Module in Felling up to 380mm (0041 – 02)** candidates must be trained and complete the skills test in:

Module number	Module title
002	Felling trees up to 380mm

For the **CPD Module in Climbing Trees and Aerial Rescue (0041 – 03)** candidates must be trained and complete the skills test in:

Module number	Module title
003	Climbing trees and Aerial Rescue

For the **CPD Module in Using a Chainsaw from a Rope and Harness (0041 – 04)** candidates must be trained and complete the skills test in:

Module number	Module title
004	Chainsaw from a rope and harness

For the **CPD Module in Aerial Tree Rigging (0041 – 05)** candidates must be trained and complete the skills test in:

Module number	Module title
005	Aerial tree rigging

CPD module pre-requisites

Title	City & Guilds number	Pre-requisites -regulated qualification in
CPD Module in Chainsaw Maintenance and Cross-cutting	0041 – 01	Chainsaw maintenance and cross-cutting
CPD Module in Felling up to 380mm	0041 – 02	Felling small trees up to 380mm
CPD Module in Climbing Trees and Aerial Rescue	0041 – 03	Climbing trees and performing aerial rescue
CPD Module in Using a Chainsaw from a Rope and Harness	0041 – 04	Using a chainsaw from a rope and harness
CPD Module in Aerial Tree Rigging	0041 - 05	Aerial tree rigging

2 Centre requirements

Approval

New centres will need to gain centre approval.

Existing City & Guilds centres who do not currently offer the Chainsaw Certificates of Competence Qualifications, must go through the Qualification Approval (QAP) process.

For centres currently offering the Chainsaw Certificates of Competence Qualifications (0039) there is a Fast-Track method of approval. Please email **qasupport@cityandguilds.com** for further information on the approval process

Centre staffing

Staff delivering these CPD Modules 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 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 these CPD Modules.

Assessment Guidance for the Assessor

Staff delivering these CPD Modules must be approved Certificate of Competence City & Guilds NPTC Assessors. These CPD Modules can only be assessed by an Assessor who is suitably qualified and meets the requirements of the awarding body.

Certificate of Competence City & Guilds NPTC Assessors must meet the following requirements:

- show competence and provide evidence of industry expertise in the qualification/s they wish to assess
- hold the qualification as a candidate and have been technically evaluated as an Assessor
- be up to date with their verification and relevant first aid
- demonstrate continuing technically relevant CPD

Compliance with these requirements is a pre-requisite for Assessors remaining on the list of approved Assessors.

Verification is a process of monitoring assessment; it is an essential check to confirm that the assessment procedures are being carried out in the way City & Guilds has laid down. The overall aim of verification is to establish a system of quality assurance that is acceptable in terms of both credibility and cost effectiveness and approved Assessors will be subject to a regular visit by the Verifier at a time when assessments are being undertaken.

A selection of assessment reports completed by the Assessor will be evaluated by a City & Guilds approved Quality Consultant.

Safe Practice

Appropriate PPE must be worn at all times.

All equipment must be operated in such a way that the Candidate, Assessor, other persons, animals or other equipment are not endangered.

If these conditions are not observed this will result in the Candidate not meeting the required standard.

Validation of Equipment

Any item(s) equipment used for the assessment must comply with current legal requirements.

Additional information may be sought from the relevant manufacturer's instruction book, operators' manual, product label/database or any other Government/Government Agency publication.

Age restrictions

These CPD modules are for candidates aged 16 – 19, 19+.

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 CPD Module Content

Module 001 Chainsaw maintenance and cross-cutting

1. Chainsaw maintenance

Topic 1
Carry out a risk assessment.

- Hazards, risks and controls relevant to the site task and machine.
- Emergency procedures relevant to the work site

Topic 2
Inspect and ensure all chainsaw safety features are in place and functional:
Guide bar cover:

- Protects and covers the bar and chain

Chain with low kick back characteristics:

- Reduces kickback

Exhaust:

- Noise reduction and reduces emissions

Combined chain brake and front hand guard:

- Stops the chain rotating and protects the hand

Chain catcher:

- Catches a derailed chain

Anti-vibration mounts:

- Reduces vibration

On/off switch:

- Stops engine

Safety decals-hand/eye/ear defender symbols:

- Provides mandatory information

Throttle trigger lockout:

- Stops accidental throttle operation

Rear chain breakage guard:

- Protects the rear hand

Topic 3
Appropriate tools for the maintenance of both the chainsaw power unit and guidebar/chain are selected.

Battery power unit maintenance and checks should include (if applicable):

- Battery guide tracks or inspected and cleaned
- Battery is not damaged, cracked or deformed
- Battery has sufficient charge
- Machine air intake and cooling system cleaned and inspected for damage
- Keypad is inspected for damage and cleaned (if applicable)

- Battery compartment is inspected and inspected for damage
- Other

Topic 4

Maintain power unit in accordance with operator's handbook using appropriate tools.

Function checks and maintenance requirements of all individual components:

Spark plug:

Maintenance:

- Engine cover and spark plug removed
- Plug cleaned or replaced as necessary
- Wear/damage assessed
- Gap size checked and set if necessary

Air filter:

Maintenance:

- Excess debris removed from around filter prior to removal
- Filter removed, protecting carburettor
- Filter inspected maintained and cleaned appropriate to condition
- Filter refitted correctly

Chainbrake:

Maintenance:

- Clear debris from chain brake mechanism /clutch housing
- Chain brake band checked for wear

Cooling system:

Maintenance:

- Remove covers where appropriate and remove excess debris from fins and cylinder

Exhaust system:

Maintenance:

- Check all nuts and bolts for security
- Remove excess residue from the silencer
- Check condition and security of spark arrestor if applicable

Clutch/drive system:

- Checked and inspected
- Condition commented on
- Cleaned and lubricated as required
- Replacement if required

Sprocket:

Maintenance:

- Sprocket checked for wear and condition
- Replaced if required

Starter mechanism:

Maintenance:

- Starter cover removed and air ways cleared
- Cord inspected for wear
- Re-coil checked to ensure spring tension is correctly applied
- Pull toggle checked for security

Greasing/lubrication:

Maintenance:

- Greasing of component parts as appropriate

Topic 5

Maintain guide bar in accordance with operator's handbook using appropriate tools.

Maintenance requirements of guidebar:

Maintenance:

- Identification of uneven and damaged rails and maintain as appropriate
- Checking the straightness of bar
- Checking the bar groove depth
- Identification of any overheating, cracking and burring
- Removal of burrs
- Clearing the bar groove and oil holes
- Inspecting the sprocket nose for security and condition
- Greasing the bar nose sprocket if applicable
- Turning the bar following maintenance to reduce wear

Topic 6

Maintenance of the chain:

- Checking cutters for damage and selecting the first cutter to sharpen
- Having the chain secured in a chain vice or on bar in a bench vice or timber vice
- Selecting and using a file of the correct size with a handle fitted to sharpen all the cutters
- Maintenance of top and side plate angles throughout sharpening of the whole chain
- Ensuring a consistent cutter length is maintained
- Removing burrs when applicable
- Maintaining the height and profile of depth gauges

Topic 7

Upon completion of maintenance activities, the chainsaw including the bar and chain is reassembled in line with the operator's handbook.

Topic 8

Maintenance area is left in a clean and tidy state with tools and equipment appropriately cleared away.

2. Cross-cutting with a chainsaw

Topic 9

Appropriate and compliant Personal Protective Equipment (PPE) for chainsaw operations will include:

- Chainsaw safety leg protection
- Chainsaw safety footwear
- Safety helmet
- Eye and ear protection
- Gloves appropriate for the task

- Non-snag outer clothing
- Each person should carry a personal first aid kit
- All PPE should conform to CE/EN standards

Topic 10

Pre-start checks and setting of the machine to include:

- Chain tension and condition checked for safe and effective use
- Safety features checked for condition and function
- External nuts and bolts checked for security
- Chainsaw contains sufficient fuel and chain oil for operations
- Battery saw contains sufficient oil and charge

Topic 11

Chainsaw is checked started and function tested ready for use in accordance with manufactures information

Topic 12

Crosscutting of timber to length should include:

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 alignment with the bar and 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 13

Appropriate boring cuts to sever timber.

Topic 14

Stacking of timber should take into account:

- Use of appropriate aids to handle / move products
- Correct stance during lifting
- Avoiding excessive lifting by levering, sliding, rolling
- Quality of stacking must be to an agreed job specification
- Tidy stacking of timber
- Position of stack appropriate to method of extraction (if applicable)
- Manually constructed stacks are limited to one meter high
- Other

Topic 15
Timber should be left in a safe, stable condition and appropriate position appropriate to the site specification.

Topic 16
All waste produced is disposed of in line with legislation, good practice and site requirements.

Topic 17
All tools, equipment and personal protective equipment is used in line with industry good practice

Topic 18
It is ensured that any possible environmental damage is minimised at all times during chainsaw maintenance activities.

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

Module 002 Felling small trees up to 380mm

1. Fell small trees up 380mm

Topic 1
Carry out a risk assessment.

- Hazards, risks and controls relevant to the site task and machine.
- Emergency procedures relevant to the work site

Topic 2
Set up site in accordance with the site-specific risk assessment and site specification

Topic 3
Appropriate and compliant Personal Protective Equipment (PPE) for chainsaw operations will include:

- Chainsaw safety leg protection
- Chainsaw safety footwear
- Safety helmet
- Eye and ear protection
- Gloves appropriate for the task
- Non-snag outer clothing
- Each person should carry a personal first aid kit
- All PPE should conform to CE/EN standards

Topic 4
Pre-start checks and setting of the machine to include:

- Chain tension and condition checked for safe and effective use
- Safety features checked for condition and function
- External nuts and bolts checked for security
- Chainsaw contains sufficient fuel and chain oil for operations
- Battery saw contains sufficient oil and charge

Topic 5
Felling techniques for trees may include:
Step cut – trees under 200mm upright or slightly leaning:

- Make a horizontal cut slightly over 50% diameter in the front of the stem in the felling direction. The second cut is made at the opposite side, stepped above or below overlapping the first cut. The tree can be broken off the stump.

80% front cut- trees under 200mm

- Make a cut 80% of the diameter into the front of the stem in the felling direction. The second cut is made on the opposite side at an angle allowing the two cuts to meet. The tree can be removed from the stump.

Spear cut – trees under 200mm

- A cut is made at a steep angle into the front of the stem in the felling direction or compression sides approximately 50% diameter. Second cut on the opposite side at a steep angle to match/meet the first cut. The cut stem will slide away from the saw.

Double v-cut - under 200mm heavily leaning

- Make two cuts to form a V shaped profile on the compression side of the timber insuring they cross in the felling direction/lean. The severing cut is made at the same height at the back of the tree towards the felling direction forming a triangle hinge. The tree will fall in the direction of lean.

Basic fell - trees up to 380mm - upright/slightly leaning in direction of fell

- Sink cut of appropriate dimensions made in the felling direction. Felling cut made from the back parallel to the felling direction level or slightly higher than the bottom of the sink retaining sufficient hinge.

Split Level - Trees up to 380mm - upright or leaning away from the direction of fell.

- Sink cut of appropriate dimensions made in the felling direction. The first felling cut made at the back parallel to the felling direction, approximately two thirds of the diameter of the tree retaining sufficient hinge. A felling aid is placed into the cut. The second felling cut is made at parallel to the felling direction at an angle slightly overlapping the first felling cut retaining sufficient hinge.

Dogs tooth/holding cut - trees up to 380mm heavily leaning/weighted in the felling direction.

- Sink cut of appropriate dimensions made in the felling direction. Make a boring cut at normal felling height parallel to the felling direction across the diameter of the tree retaining sufficient hinge. Leave a hold on the back of the tree of approximately 25%. Sever the hold at an angle and parallel to the felling direction to approximately meet the back of the bore cut.

Danish/safe corner hold - trees up to 380mm used for upright or leaning.

- Sink cut of appropriate dimensions made in the felling direction. Make a boring cut at normal felling height parallel to the felling direction across the diameter of the tree retaining sufficient hinge. Withdraw saw to approximately half the diameter and cut out towards the back of the tree leaving a quadrant/holding cut. Place a felling aid into this cut if appropriate. Remove the final quadrant with an appropriate severing cut.

Topic 6

Chainsaw is checked started and function tested ready for use in accordance with manufactures information

Topic 7

Prepare site and escape routes by:

- Ensuring the control measures identified in site specific risk assessment are applied
- Determining the felling direction
- Setting up a felling bench if required
- Removing debris from around the base of the trees to be felled and compact vegetation to facilitate felling at appropriate height
- Removing dead or suppressed trees and any other vegetation adjacent to the tree, in the felling direction or escape routes that may be a danger
- Inspecting the felling area and adjacent trees for dead wood and insecure branches
- Ensuring no unauthorised person is within two tree lengths
- Prepare trees for felling by:
- Brashing lower branches taking into account:
- Correct break-in
- Position of the saw in relation to the operator, bar on opposite side of stem
- Height to which branches are removed
- Saw body not above shoulder height
- Operating technique
- Brashing close to the stem
- Removing climbing vegetation, buttresses and other obstructions as appropriate
- Inspecting the tree for signs of rot or decay

Topic 8

Preparing trees for felling may include:

- Brashing lower branches
- Correct break-in
- Position of the saw in relation to the operator, bar on opposite side of stem
- Height to which branches are removed
- Saw body not above shoulder height
- Operating technique
- Brashing close to the stem
- Removing climbing vegetation
- Removing buttresses and other obstructions as appropriate
- Inspecting the tree for signs of rot or decay

An appropriate felling direction is selected taking into account:

- Tree form
- Site conditions/considerations
- Hazards/obstacles
- Equipment used
- Other

Topic 9

Fell a minimum of **two** trees under 200mm using recognized felling methods and felling aids:

Felling techniques should account for:

- The felling method chosen and safe working zones
- Selection and preparation of escape route(s)
- A sink of the appropriate dimensions (if applicable)
- Felling cuts made and felling aid employed using a safe and effective felling method
- A hinge being retained of adequate dimensions (if applicable)
- Appropriate aid tools are used safely when applicable
- Escape routes being used as soon as the tree begins to fall
- Site checked for safety once tree has fallen
- Stump height left appropriate to site specification

Topic 10

Fell a minimum of **two** trees over 200mm using recognized felling methods and felling aids. **One** of the two trees must get hung up:

Felling techniques should account for:

- The felling method chosen and safe working zones
- Selection and preparation of escape route(s)
- A sink of the appropriate dimensions
- Felling cuts made and felling aid employed using a safe and effective felling method
- A hinge being retained of adequate dimensions
- Appropriate aid tools are used safely when applicable
- Escape routes being used as soon as the tree begins to fall
- Site checked for safety once tree has fallen
- Stump height left appropriate to site specification

Topic 11

The takedown of hung-up trees must include:

- Assessing the position of tree and checking the condition of the hinge
- Removal of debris and obstacles from take down route
- Deciding on the final felling direction
- Preparing new escape routes as appropriate
- Selecting and positioning aid tools as required
- Ensuring no unauthorised persons are within two tree lengths or directly below on steep slopes
- Correct operator stance and safe position to the side of tree
- Appropriate position and angle of cuts using a cutting technique for the removal of an appropriate part of the hinge
- Safe withdrawal of the saw
- Leaving approximately 10% -20% of hinge to support the tree on each/either side appropriate to take down method utilised
- Safe placement of the saw on completion of cuts
- Aid tool positioned and attached safely to the tree

Aid tool operated ensuring.

- Good stance and operator position
- Correct pushing technique used (where appropriate)
- The use of correct lifting techniques
- Good grip
- The repositioning of the aid tool when required

- Operator not working in danger areas
- The release of the aid tool as the tree falls
- Use escape route(s)
- If tree does not fall through roll out technique, remnant of hinge removed by safe method (if still attached) and tree is walked down with an appropriate aid tool
- Tree in a stable condition before being processed

Topic 12

Process all felled trees to the site specification.

Branch removal techniques should account for:

- 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 chain brake
- 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

Crosscutting of timber to length should include:

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 alignment with the bar and 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 13

Stacking of timber should take into account:

- Use of appropriate aids to handle / move products
- Correct stance during lifting
- Avoiding excessive lifting by levering, sliding, rolling
- Quality of stacking must be to an agreed job specification
- Tidy stacking of timber
- Position of stack appropriate to method of extraction (if applicable)
- Manually constructed stacks are limited to one meter high
- Timber should be left in a safe, stable condition and appropriate position

Topic 14

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

Topic 15

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

Topic 16

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

Topic 17

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

Module 003 Tree climbing and aerial rescue

Learning outcome:

1. **Climb trees**

Topic 1

Carry out a risk assessment.

- Hazards, risks and controls relevant to the site task and machine.
- Emergency procedures relevant to the work site

Topic 2

Set up site in accordance with the site-specific risk assessment and site specification

Worksite layout factors to consider may include:

- Work zone: an area where hazards may be encountered
- Drop zone: an area where it is anticipated materials may fall
- Exclusion zone: the overall operational area
- Other

Topic 3

Compliant PPE and safety clothing for tree climbing to include:

- Tree climbing helmet
- Personal first aid kit/whistle
- Knife with retractable blade or handsaw
- Foot protection with good grip and ankle support
- Non- snag clothing
- Eye protection

Topic 4

State personal fall protection performance criteria to consider when climbing in accordance with AA guide TG1:

- System comprises of a primary system and a backup
- Systems should be attached to independent anchors where possible
- If there is no suitable independent anchor it should be installed over a shared anchor

Topic 5

Carry out a tree condition assessment

Potential hazards that may be encountered may include:

- Evidence of cavities, decay, or decay fungi
- Deadwood and broken branches
- Dead or flaking bark
- V shaped unions
- Cracks
- Nesting insects
- The presence of power lines or telephone wires
- Targets and obstacles underneath the tree

- Other

Topic 6

Working at height assessment may include:

- Can the work be carried out from ground level?
- The use of a Mobile Elevating Work Platform (MEWP) to prevent a fall
- The use of suitable equipment minimises the distance and consequence of a fall

Topic 7

Inspection of access and tree climbing equipment.

Candidate to present evidence of LOLER compliance, inspect and comment on condition. Assessor to observe and ensure equipment is fit for use.

Topic 8

Establish initial anchor points taking into account:

- Suitability of the techniques used
- Accurate installation of equipment
- Organisation of ropes
- Safety and position of the anchor points
- Testing of the anchor points by thorough loading prior to ascent

Technique used takes into account:

- Efficient use of technique chosen
- Attached to the tree at all times in accordance with industry good practice
- Appropriate selection of anchor points
- Appropriate route taken up the tree
- Correct use of systems when changing anchor points
- Thorough load testing of new anchor points
- Risk of a fall is managed at all times
- Correct use of equipment

Topic 9

Access two points within the crown taking into account:

- Appropriate route
- Slack within systems is no more than 500mm
- Ropes should be kept in as straight a line as possible to the anchor points
- Balance and control maintained
- Efficient rope organisation
- Controlled movement back into the stem

Descent from trees takes account of:

- Rope length
- Speed of descent
- Not colliding with obstructions
- Safe landing
- Controlled removal of equipment

2. Aerial rescue

Topic 10

Preparing a rescue plan may include:

- Emergency procedures as part of the site-specific risk assessment have been comprehensively and accurately completed
- Equipment required and competent individuals are available
- Competent and designated aerial rescuer and or emergency co-ordinator have been identified and nominated in that role
- First aid equipment is available including tourniquet and haemostatic gauze/cloth
- Access route into the tree has been determined
- Method of access has been agreed upon
- Anchor points have been identified and where practicable pre-installed

Topic 11

Describe **two** different rescue methods:

- Two-person rescue (pole)
- Three-person rescue (belay)
- Mobile Elevating Work Platforms (MEWP)
- SRT
- Other

Topic12

Undertake crown rescue using a suitable technique.

The rescue technique is observed taking into account:

- Tree accessed and suitable anchor points attained
- Rescuer reaches the casualty
- Area around casualty is made safe
- Rescuer attaches the casualty to the rescuers harness with a direct attachment and attaches a chest strop if required
- Rescuer reassures the casualty at all times
- Rescue is conducted with the use of two independent load bearing systems
- Controlled descent
- Casualty is guided past branches if applicable
- Correct use of equipment
- Efficiency of the rescue

Topic 13

Undertake a rescue from a 'pole' (standing stem) using climbing irons.

The rescue method is observed taking into account:

- Pole accessed and suitable false anchor point installed
- Rescuer secures the casualty to the rescue system
- Rescuer attaches the casualty to the rescuers harness with a direct attachment, if required
- Rescuer reassures the casualty at all times
- Rescuer makes use of help from the casualty where appropriate
- Rescuer detaches the casualty from the pole, if applicable
- In the event of a belay rescue, casualty descent is controlled by ground

Person under the direction of the rescuer using an appropriate fail - safe method:

- Controlled descent
- Correct use of equipment
- Efficiency of the rescue

Topic 14

Communication between climber and ground staff maintained when appropriate.

Topic 15

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

Topic 16

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

Topic 17

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

Module 004 Using a chainsaw from a rope and harness

1. Chainsaw from a rope and harness

Topic 1

Carry out a risk assessment.

- Hazards, risks and controls relevant to the site task and machine.
- Emergency procedures relevant to the work site

Topic 2

Set up site in accordance with the site-specific risk assessment and site specification

Worksite layout factors to consider may include:

- Work zone: an area where hazards may be encountered
- Drop zone: an area where it is anticipated materials may fall
- Exclusion zone: the overall operational area
- Other

Topic 3

Appropriate and compliant Personal Protective Equipment (PPE) for chainsaw operations will include:

- All PPE should conform to CE/EN standards
- Tree climbing helmet
- Personal first aid kit
- Knife with retractable blade or handsaw
- Chainsaw safety footwear with good grip and ankle support
- Non- snag clothing
- Eye protection
- Hearing protection
- Chainsaw protective clothing
- Appropriate chainsaw with lanyard.

Topic 4

State personal fall protection performance criteria to consider when climbing in accordance with AA guide TG1:

- System comprises of a primary system and a backup
- Systems should be attached to independent anchors where possible
- If there is no suitable independent anchor it should be installed over a shared anchor

Topic 5

Carry out a tree condition assessment

Potential hazards that may be encountered may include:

- Evidence of cavities, decay, or decay fungi
- Deadwood and broken branches
- Dead or flaking bark
- V shaped unions

- Cracks
- Nesting insects
- The presence of power lines or telephone wires
- Targets and obstacles underneath the tree
- Other

Topic 6

Working at height assessment may include:

- Can the work be carried out from ground level?
- The use of a Mobile Elevating Work Platform (MEWP) to prevent a fall
- The use of suitable equipment minimises the distance and consequence of a fall

Topic 7

Inspection of access and tree climbing equipment.

Candidate to present evidence of LOLER compliance, inspect and comment on condition. Assessor to observe and ensure equipment is fit for use.

Topic 8

Establish initial anchor points taking into account:

- Suitability of the techniques used
- Accurate installation of equipment
- Organisation of ropes
- Safety and position of the anchor points
- Testing of the anchor points by thorough loading prior to ascent

Technique used takes into account:

- Efficient use of technique chosen
- Attached to the tree at all times in accordance with industry good practice
- Appropriate selection of anchor points
- Appropriate route taken up the tree
- Correct use of systems when changing anchor points
- Thorough load testing of new anchor points
- Risk of a fall is managed at all times
- Correct use of equipment

Topic 9

Access two points within the crown taking into account:

- Appropriate route
- Slack within systems is no more than 500mm
- Ropes should be kept in as straight a line as possible to the anchor points
- Balance and control maintained
- Efficient rope organisation
- Controlled movement back into the stem

Climber achieves position to receive the chainsaw. Work position for cutting attained:

- Chain brake applied or saw switched off whilst position attained
- Appropriate working position attained with the climber in a balanced and stable position to use the saw

The use of load bearing supplementary anchor points as appropriate

Topic 10

Clear drop zone to be used during the removal of timber using free-fall techniques.

Topic 11

Demonstrate a range of cutting techniques appropriate to the tree.

Cuts that maybe used:

Sink cut:

- Directional sink with back cut retaining hinge which aids direction used on free fall and hand-held sections

Step cut:

- Two over lapping cuts used on free fall and hand-held sections

Inboard:

- Finishing cut towards main stem, reducing risk of saw being taken

Out board:

- Finishing cut away from main stem, timber falls flat and reduces the risk of tearing

V cut:

- Two joining directional sinks with back cut, used on smaller diameter stems under tension

Holding cut:

- Sink cut with retained hinge and hold at the rear, used on larger diameter stems under tension

Cut sections should be removed, using both free fall and hand-held techniques taking the following points into account:

- Characteristics and properties of the wood allowed for
- Manageable sections selected
- Saw released from strop if applicable and attached to a supplementary anchor point
- Climber holding the saw using both the front and top/rear handles of the saw
- Side or reducing cuts used where appropriate
- Appropriate hinge left on sink cut sections
- Position of cuts on step cut sections and a complete overlap of cuts achieved
- Chain brake applied or saw switched off whilst breaking and casting sections
- Climber maintains awareness of activity below
- Hand-held sections are cast into a predetermined area
- The branch collar and/or branch bark ridge is identified when pruning
- The pruning cut is left as smooth as possible

Topic 12

Use associated equipment to aid removal of tree sections:

- Tape sling
- Pull/tag line
- Other

Descent from trees takes account of:

- Rope length
- Speed of descent
- Not colliding with obstructions
- Safe landing
- Controlled removal of equipment

Topic 13

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

Topic 14

Communication between climber and ground staff maintained when appropriate.

Topic 15

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

Topic 16

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

Topic 17

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

Module 005 Aerial Tree Rigging

1. Aerial tree rigging

Topic 1

Carry out a risk assessment.

- Hazards, risks and controls relevant to the site task and machine.
- Emergency procedures relevant to the work site

Topic 2

Set up site in accordance with the site-specific risk assessment and site specification

Worksite layout factors to consider may include:

- Work zone: an area where hazards may be encountered
- Drop zone: an area where it is anticipated materials may fall
- Exclusion zone: the overall operational area
- Other

Topic 3

Appropriate and compliant Personal Protective Equipment (PPE) for chainsaw operations will include:

- All PPE should conform to CE/EN standards
- Tree climbing helmet
- Personal first aid kit
- Knife with retractable blade or handsaw
- Chainsaw safety footwear with good grip and ankle support
- Non- snag clothing
- Eye protection
- Hearing protection
- Chainsaw protective clothing
- Appropriate chainsaw with lanyard.

Topic 4

Carry out a tree condition assessment

Potential hazards that may be encountered may include:

- Evidence of cavities, decay, or decay fungi
- Deadwood and broken branches
- Dead or flaking bark
- V shaped unions
- Cracks
- Nesting insects
- The presence of power lines or telephone wires
- Targets and obstacles underneath the tree
- Other

Topic 5

Inspection of rigging, access and tree climbing equipment.

Candidate to present evidence of LOLER compliance, inspect and comment on condition. Assessor to observe and ensure equipment is fit for use.

Topic 6

Selection of compatible components may include:

- Knowledge of loads that equipment may be subject to
- Consideration of strength loss due to configuration, age and condition
- Compatibility with any other components
- Other

Components which may include:

- Rigging blocks
- Rigging ropes
- Connectors
- Slings
- Strops
- Lowering devices
- Redirect pulleys
- Other

Topic 7

Calculated the weight of the section and mass of the load:

- Log mass chart (Length x diameter = log mass x safety factor x species correction factor)

Calculation of the load for the rigging point when lowering timber may include:

Rigging point above the load:

- Log mass x 2 = load

Rigging point below the load:

- Log mass x 11 = load

Topic 8

Describe how to minimise shock loading in the rigging system:

- Allowing sections to run
- Removing smaller sections
- Placing more rope in the system
- Reconfigure rigging system
- Other

Topic 9

Describe methods of adding friction into the rigging system:

- Natural tree structure
- Rigging bollard
- Capstan
- Figure of eight
- Rigging rings
- Other

Topic10

Considerations for the selection of friction devices may be:

- Size/ mass of the load
- Availability of anchor points
- Safety being compromised
- Simplicity of operation
- Potential of equipment damage
- Other

Topic 11

Establish initial anchor points taking into account:

- Suitability of the techniques used
- Accurate installation of equipment
- Organisation of ropes
- Safety and position of the anchor points
- Testing of the anchor points by thorough loading prior to ascent

Technique used takes into account:

- Efficient use of technique chosen
- Attached to the tree at all times in accordance with industry good practice
- Appropriate selection of anchor points
- Appropriate route taken up the tree
- Correct use of systems when changing anchor points
- Thorough load testing of new anchor points
- Risk of a fall is managed at all times
- Correct use of equipment

Access work positions within the crown taking into account:

- Appropriate route
- Slack within systems is no more than 500mm
- Ropes should be kept in as straight a line as possible to the anchor points
- Balance and control maintained
- Efficient rope organisation
- Controlled movement back into the stem

Climber achieves position to receive the chainsaw. Work position for cutting attained:

- Chain brake applied or saw switched off whilst position attained
- Appropriate working position attained with the climber in a balanced and stable position to use the saw
- The use of load bearing supplementary anchor points as appropriate

All anchor points selected taking into consideration:

- Size, strength and structure
- Position in relation to the parts of the tree to be accessed
- Use of equipment to minimise damage to the tree if appropriate

Topic 12

Removal of limb sections using rigging techniques.

Taking the following points into account:

- Suitable anchor points for climbing and lowering lines
- Relative positions of climbing and lowering lines
- Appropriate equipment selected for the anchor point of the lowering line
- Use of a craning fork where appropriate
- Appropriate means for the control of friction employed in the lowering system

- Manageable sections selected
- Position and method of attaching rope to the section
- Use of pull line if appropriate
- Appropriate safe and secure working position attained
- Characteristics and properties of the wood considered
- Correct position, depth and accuracy of cuts
- Chain brake applied or saw switched off whilst lowering sections
- The climber must direct the ground operations
- Limbs are lowered under control

Tree sections removed using the following techniques:

- Tip tie
- Butt tie
- Cradle
- Vertical free fall
- Vertical lowered section

Topic 13

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

Topic 14

Communication between climber and ground staff maintained when appropriate.

Topic 15

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

Topic 16

It is ensured that any possible environmental damage is minimised at all times during chainsaw maintenance activities.

Topic 17

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

5 CPD Module Skills Test Sheets and score descriptors

Score Descriptors

Points	Descriptor
1	A poor level of knowledge, with a severe lack of any practical experience, potentially terminated on the grounds of safety. It would be recommended that the candidate carries out no further work in this skill range until further training/assessment has been completed.
2	A less than sufficient level of technical knowledge, candidate shows some practical experience in the qualification subject. It would be recommended that further training/assessment should be sought.
3	There may be identifiable gaps in knowledge, but they would be able to show some practical experience in some, but not all instances. Some standard setting maybe carried out. Candidate has met the base line pass mark and should continue as directed in the workplace.
4	A good level of technical knowledge that has been acquired from relevant practical experience and theoretical sources. Candidate should continue as directed in the workplace.
5	Excellent all round theoretical knowledge of all aspects of the topic which is supported by very extensive practical skill and experience. Candidate should continue as directed in the workplace.

Module 001 Chainsaw maintenance and crosscutting

Candidate name:
Pre-requisite qualification met:
Date:
Start time:
Finish time:

Chainsaw maintenance	Grade 1-5
1. Carry out a risk assessment specific to the site the task and the machine	
2. Inspect and ensure all the key safety features are in place	
3. Select appropriate maintenance tools for the power unit and cutting systems in accordance with operator's handbook	
4. Maintain power unit in accordance with operator's handbook daily checks using appropriate tools	
5. Maintain the guidebar in accordance with operator's handbook using appropriate tools	
6. Maintain the chain in accordance with operator's handbook using appropriate tools	
7. Reassemble chainsaw and cutting system to functional and operational standard	
8. Clean and tidy working area	
Cross-cutting	
9. Select and wear appropriate compliant personal protective equipment	
10. Carry out pre-start checks and setting of the machine for use	
11. Demonstrate safe starting of the chainsaw	
12. Cross-cut timber to length using a chainsaw in accordance with the job specification	
13. Use appropriate boring cuts to initiate either tension or compression cuts	
14. Stack produce for subsequent operations using appropriate aids and tools	
15. Check timber is in an appropriate and safe position	
16. Dispose of waste/ arisings safely in line with legislation	
17. Used appropriate tools, equipment and personal protective equipment (PPE)	
18. Carried out work to minimise environmental damage	

19. Worked in a way which maintains health and safety and is consistent with relevant legislation and industry good practice	
Total score	/95
Candidate issued digital badge - Candidate must achieve a minimum of 3 points in each element and a score of **57** to attain their digital badge	Y/N

Candidate signature	
Assessor signature	

Assessor feedback and recommendations:

Module 002 Tree felling up to 380mm

Candidate name:
Pre-requisite qualification met:
Date:
Start time:
Finish time:

Tree felling up to 380mm	Grade 1-5
1. Carry out a risk assessment specific to the site the task and the machine	
2. Set-up site in accordance with the risk assessment	
3. Select and wear appropriate compliant personal protective equipment	
4. Carry out pre-start checks and setting of the machine for use	
5. Explain felling techniques for a range of trees and tree sizes up to 380mm	
6. Demonstrate safe starting of the chainsaw	
7. Prepare site and establish escape routes as appropriate	
8. Prepare trees appropriately to the tree condition and the specification for the site	
9. Fell a minimum of two trees under 200mm using recognised felling methods and felling aids	
10. Fell a minimum of two trees over 200mm using recognised felling methods and felling aids	
11. Demonstrate methods to deal with hung up trees	
12. Process all felled trees to the site specification	
13. Check timber is in an appropriate and safe position	
14. Dispose of waste/ arisings safely in line with legislation	
15. Used appropriate tools, equipment and personal protective equipment (PPE)	
16. Carried out work to minimise environmental damage	
17. Worked in a way which maintains health and safety and is consistent with relevant legislation and industry good practice	
Total score	**/85**
Candidate must achieve a minimum of 3 points in each element and a score of **51** to attain their digital badge	**Y/N**

Candidate signature	
Assessor signature	

Assessor feedback and recommendations:

Module 003 Tree climbing and aerial rescue

Candidate name:
Pre-requisite qualification met:
Date:
Start time:
Finish time:

Tree climbing and aerial rescue	Grade 1-5
1. Carry out a risk assessment specific to the site the task and the machine	
2. Set-up site in accordance with the risk assessment and AA guide TG1	
3. Select and wear appropriate compliant personal protective equipment	
4. State personal fall protection performance criteria to consider when tree climbing in accordance with AA guide TG1	
5. Perform a tree condition assessment of the tree and work at height assessment prior to commencing the work	
6. Discuss a working at height assessment	
7. Inspect all access/tree climbing equipment to ensure it is safe and fit for use under manufacturer's instructions and relevant legislation	
8. Demonstrate access and positioning methods appropriate to the tree	
9. Demonstrate appropriate positioning techniques within the crown	
10. Prepare a rescue plan	
11. Describe different rescue methods	
12. Demonstrate appropriate crown rescue	
13. Demonstrate appropriate pole rescue	
14. Communicate appropriately with ground staff	
15. Used appropriate tools, equipment and personal protective equipment (PPE)	
16. Carried out work to minimise environmental damage	
17. Worked in a way which maintains health and safety and is consistent with relevant legislation and industry good practice	
Total score	/85
Candidate must achieve a minimum of 3 points in each element and a score of **51** to attain their digital badge	Y/N

Candidate signature	

Assessor signature	

Assessor feedback and recommendations:

Module 004 Using a chainsaw from a rope and harness

Candidate name:
Pre-requisite qualification met:
Date:
Start time:
Finish time:

Using a chainsaw from a rope and harness	Grade 1-5
1. Carry out a risk assessment specific to the site the task and the machine	
2. Set-up site in accordance with the risk assessment and AA guide TG1	
3. Select and wear appropriate compliant personal protective equipment	
4. State personal fall protection performance criteria to consider when tree climbing in accordance with AA guide TG1	
5. Perform a tree condition assessment of the tree and work at height assessment prior to commencing the work	
6. Discuss a working at height assessment	
7. Inspect all access/tree climbing equipment to ensure it is safe and fit for use under manufacturer's instructions and relevant legislation	
8. Use access and positioning methods appropriate to the tree/ job specification	
9. Use appropriate positioning techniques within the crown	
10. Identify desired drop zone	
11. Demonstrate a range of cutting techniques appropriate to the tree	
12. Use associated equipment to aid removal of sections into desired drop zone to protect infrastructure and targets	
13. Dispose of waste/ arisings in line with work specification	
14. Communicate appropriately with ground staff	
15. Used appropriate tools, equipment and personal protective equipment (PPE)	
16. Carried out work to minimise environmental damage	
17. Worked in a way which maintains health and safety and is consistent with relevant legislation and industry good practice	
Total score	/85
Candidate must achieve a minimum of 3 points in each element and a score of **51** to attain their digital badge	

Candidate signature	

Assessor signature	

Assessor feedback and recommendations:

Module 005 Aerial tree rigging

Candidate name:
Pre-requisite qualification met:
Date:
Start time:
Finish time:

Aerial tree rigging	Grade 1-5
1. Carry out a risk assessment specific to the site the task and the machine	
2. Set-up site in accordance with the risk assessment and AA guide TG1	
3. Select and wear appropriate compliant personal protective equipment	
4. Perform a tree condition assessment of the tree and work at height assessment prior to commencing the work	
5. Inspect all access/tree climbing and rigging equipment to ensure it is safe and fit for use under manufacturer's instructions and relevant legislation	
6. Select compatible components to make up the rigging system	
7. Estimate the anticipated loads	
8. Describe how to minimise shock loading in the rigging system	
9. Describe methods of adding friction into the rigging system	
10. Explain the considerations for selecting friction devices	
11. Use access and positioning methods appropriate to the tree	
12. Remove tree sections using suitable rigging techniques and appropriate cuts as per job specification	
13. Dispose of waste/ arisings in line with job specification	
14. Communicate appropriately with ground staff	
15. Used appropriate tools, equipment and personal protective equipment (PPE)	
16. Carried out work to minimise environmental damage	
17. Worked in a way which maintains health and safety and is consistent with relevant legislation and industry good practice	
Total score	/85
Candidate must achieve a minimum of 3 points in each element and a score of **51** to attain their digital badge	

Candidate signature and date	
Assessor signature and date	

Assessor feedback and recommendations:

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

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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About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications) and Learning Assistant (an online e-portfolio).

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