



City & Guilds NPTC Level 2 Award in Branch Removal and Crown Breakdown Using a Chainsaw (0020-05)

March 2025 Version 1.3

Qualification Handbook

Qualification at a glance

Subject area	Forestry and Arboriculture
City & Guilds number	0020-05
Age group approved	16+
Entry requirements	Candidates must meet minimum age requirements Centres must ensure that any pre-requisites stated in the Who is this qualification for? section are met.
Assessment	To gain this qualification, candidates must successfully achieve the following assessments: <ul style="list-style-type: none"> • One to one practical assessment with oral questioning by an NPTC City & Guilds approved assessor
Grading	Met/Not Met
Approvals	Full Centre approval required
Support materials	Qualification Handbook (candidates). Assessment materials (approved assessment Centres only).
Registration and certification	Consult the Walled Garden/Online Catalogue for last Registration and Certification dates.

Title and level	City & Guilds qualification number	Regulatory reference number	GLH	TQT
City & Guilds NPTC Level 2 Award in Branch Removal and Crown Breakdown using a Chainsaw	0020-05	600/6303/8	15	20

Version and date	Change detail	Section
1.0 July 2024	Initial version	All
1.1 August 2024	Updated contents	Contents Page
1.2 October 2024	Formatting changes	Throughout
1.3 March 2025	Updated Quality Assurance Updated Inclusion and Diversity Updated Sustainability	Throughout

Contents

Qualification at a glance	2
1 Introduction	5
2 Qualification structure	7
3 Centre requirements	8
4 Delivering the qualification	11
5 Assessment	12
6 Units	14
Unit 204 Remove branches and breakdown of crowns using a chainsaw	15
Appendix 1 Sources of general information	25

1 Introduction

This document tells you what you need to do to deliver the City & Guilds NPTC Level 2 Award in Branch Removal and Crown Breakdown using a Chainsaw (0020-05)

Area	Description
Who is the qualification for?	<p>Type of Learner: Individuals who operate chainsaws as part of their work in arboriculture, forestry or other industries. It will provide the individual with the knowledge, understanding and skills required to maintain machinery safely and to industry standards in line with current legislation.</p> <p>Qualification Overview: This qualification is designed specifically for those who wish to study Branch Removal and Crown Breakdown using a Chainsaw.</p> <p>What you need to do: Candidates to undertake an oral and practical assessment</p>
What does the qualification cover?	<p>This qualification covers the removal of branches (snedding or de-limbing) from trees on the ground or that have been felled onto a natural or created bench, brash mat or similar situation. The qualification covers trees both coniferous and broadleaved.</p> <p>Please refer to the Qualification Handbook for more detail.</p>
What opportunities for progression are there?	<p>Recommended progression: This qualification will support progression into employment where Branch Removal and Crown Breakdown using a Chainsaw is part of the role. Safe operational skills are key to efficient use, good working practice and preventing accidents, leading to business benefits in terms of less machinery damage and downtime.</p> <p>Once a candidate has successfully completed this qualification, they will be able to be able to work safely and be able to remove branches and breakdown crowns using a chainsaw. Know relevant health and safety legislation and industry good practice and know how to remove branches and breakdown crowns using a chainsaw.</p> <p>Individuals who successfully complete this qualification could go on to increase their level of proficiency through consolidation practice within a working environment.</p>

Area	Description
Who did we develop the qualification with?	Developed with City & Guilds NPTC Stakeholders, associates and industry representatives.
Is it part of an apprenticeship framework or initiative?	No

Assessment Guidance for the Candidate

A list of registered Assessment Centres is available from City & Guilds NPTC.
(www.nptc.org.uk)

Assessment is a process by which it is confirmed that the candidate is competent in the unit(s) within the award to which the assessment relates. It is the process of collecting evidence about the candidate's capabilities and judging whether that evidence is sufficient to attribute competence.

The Candidate must be registered through the City & Guilds approved Assessment Centre for this qualification prior to the assessment.

2 Qualification structure

To achieve the **City & Guilds NPTC Level 2 Award in Branch Removal and Crown Breakdown using a Chainsaw (0020-05)** learners must achieve:

City & Guilds unit number	Unit title	GLH
Pre-requisite units:		
201	Carry out maintenance of chainsaws and cutting system	N/A
202	Cross-cut timber using a chainsaw	N/A
Mandatory units:		
Learners must achieve or must have achieved this mandatory unit.		
204	Remove branches and breakdown of crowns using a chainsaw	15

Total Qualification Time (TQT)

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT consists of the following two elements:

- 1) the number of hours that an awarding organisation has assigned to a qualification for guided learning
- 2) an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike guided learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds NPTC Level 2 Award in Branch Removal and Crown Breakdown using a Chainsaw (0020-05)	15	20

3 Centre requirements

Approval

Full approval

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the document **Centre Approval process: Quality Standards** for further information. Please email qasupport@cityandguilds.com for further information on the approval process.

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be technically competent in the areas in which they are delivering
- be able to deliver across the breadth and depth of the content of the qualification being taught
- have recent relevant teaching and assessment experience in the specific area they will be teaching, or be working towards this
- demonstrate continuing CPD.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before delivering a course programme.

Physical resources

Centres must be able to demonstrate that they have access to the equipment and technical resources required to deliver this qualification and its assessments.

Assessment Guidance for the Assessor

Staff assessing these qualifications must be approved Certificate of Competence City & Guilds NPTC Assessors and must be independent and cannot have been involved with the training of the Candidate. This qualification can only be assessed by an Assessor who is suitably qualified and meets the requirements of the awarding body.

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

- show competence and provide evidence of industry expertise in the qualification/s they wish to assess
- hold the qualification as a candidate and have been technically evaluated as an Assessor
- be up to date with their verification and relevant first aid
- demonstrate continuing technically relevant CPD Compliance with these requirements is a pre-requisite for Assessors remaining on the list of approved Assessors.

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

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

Safe Practice

Appropriate PPE must be worn at all times All equipment must be operated in such a way that the Candidate, Assessor, other persons, animals or other equipment are not endangered.

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

Validation of Equipment

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

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

Appeals and Equal opportunities

Centres must have their own auditable, appeals procedures. If a Candidate is not satisfied with the examination conditions or a Candidate feels the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however the problem cannot be resolved, City & Guilds will arbitrate and a Principal Verifier may be approached to offer independent advice.

All appeals must be clearly documented by the Centre Manager and made available to the Principal Verifier or City & Guilds if advice is required.

Should occasions arise when Centres are not satisfied with any aspect of the verification process, they should contact the Quality Assurance Manager at City & Guilds NPTC, 5-6 Giltspur Street, London, EC1A 9DE, UK Access to the qualification is open to all, irrespective of gender, race, creed or special needs. Subject to H&S restrictions the Centre Manager should ensure that no learner is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. QCA requires City & Guilds to monitor centres to check whether equal opportunities policies are being adhered to.

Quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on both CASS and City & Guilds Quality Assurance processes visit: the **What is CASS?** and **Quality Assurance Standards** documents on the City & Guilds website.

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

- Internal quality assurance

- City & Guilds external quality assurance.

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

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

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

The role of the EQA is to:

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

Learner entry requirements

Candidate must meet minimum age requirements.

Age restrictions

This qualification is approved for learners aged 16 or above.

Access arrangements and reasonable adjustments

Access arrangements are adjustments that allow candidates with disabilities, special educational needs, and temporary injuries to access the assessment and demonstrate their skills and knowledge without changing the demands of the assessment. These arrangements must be made before assessment takes place.

The Equality Act 2010 requires City & Guilds to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.

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

Please refer to the JCQ access arrangements and reasonable adjustments and Access arrangements - when and how applications need to be made to City & Guilds for more information. Both are available on the City & Guilds website: **Access arrangements and reasonable adjustments**

4 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualification.
- any units they have already completed or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualification, their responsibilities as a learner and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for this qualification:

Description	How to access
Candidate Handbook	www.nptc.org.uk
Assessment Pack (available only to assessors)	www.nptc.org.uk

5 Assessment

Assessment of the qualification

Assessment types			
Unit	Title	Assessment method	Where to obtain assessment materials
204	Remove branches and breakdown of crowns using a chainsaw	Oral Examination and Practical observation Centres may use the materials provided by City & Guilds.	www.nptc.org.uk

Assessment strategy

City & Guilds has written the practical observations with oral questioning to use with this qualification, live assessment materials can be downloaded by the assessor via the Assessment Pack from the NPTC website.

Time constraints

The following must be applied to the assessment of this qualification:
Candidates must finish their assessment within 24 months of date of initial registration.
Assessments should take no longer than 2.0 - 3.0 hours.
Qualification registration is valid for two years.

Summary of responsibilities in the assessment process

Centre responsibilities	Candidate responsibilities	Assessor responsibilities
A suitable site is made available for the assessment to take place		Ensuring that the site provided is suitable for the assessment to take place
Machinery, equipment and materials are available to enable assessment of all the activities to take place	To be familiar with the machinery/equipment being used for the assessment	Ensuring that the machinery, equipment and materials provided satisfy the assessment requirements
	To bring appropriate Personal Protective Equipment (PPE) to the assessment	Ensuring that candidate's PPE complies with the requirements of the assessment
		The Assessor must ensure a Risk Assessment is carried out, and sufficient control measures implemented.
Any necessary permissions must have been granted, and notifications made as appropriate: (e.g. Forestry Commission, Forest Enterprise, Private owners etc).		All equipment being used for this assessment must comply with relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998 and Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.

6 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- title
- level
- guided learning hours (GLH)
- unit aim
- assessment type
- learning outcomes, which consist of several assessment criteria

Guidance for delivery of the units

This qualification consists of **units**. A unit describes what is expected of a competent person in particular aspects of their job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance and knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

Unit 204

Remove branches and breakdown of crowns using a chainsaw

Level:	2
GLH:	15
Assessment type:	Practical activities with oral assessment.
Aim:	The aim of this unit is for the candidate to demonstrate safe operation of a Branch Removal and Crown Breakdown using a Chainsaw

Learning outcome

The learner will:

LO1 Be able to work safely (**Criteria 1.1-1.5**)

Assessment criteria

The learner can:

AC1.1 Identify the hazards and risks associated with the working area and the proposed work

AC1.2 Use appropriate tools, equipment and Personal Protective Equipment (PPE)

AC1.3 Work in a way which maintains health and safety and is consistent with relevant legislation and industry good practice

AC1.4 Carry out work to minimise environmental damage

AC1.5 Dispose of waste safely in line with legislation

Topic 1.1

To include:

Identify hazards (anything with the potential to cause harm) and risks (who might be harmed), relevant to:

The work area/work to be done

Hazards

- power lines
- terrain
- access routes
- chain shot

- risk zones
- struck by timber
- other.

Risks

- operator
- others on site
- public
- other machine operators
- other.

The machine

Hazards

- struck by machine
- access and egress
- moving parts
- hot surfaces
- working at heights.

Topic 1.2

All tools, equipment and Personal Protective Equipment are used in line with industry good practice eg AFAG/INDG.

Topic 1.3

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

Topic 1.4

It is ensured that any possible environmental damage is always minimised during branch removal activities.

Topic 1.5

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

Learning outcome

The learner will:

LO2 Be able to remove branches and breakdown crowns using a chainsaw (2) **(Criteria 2.1 – 2.5)**

Assessment criteria

The learner can:

AC2.1 Carry out pre-start checks and setting of the machine for use

AC2.2 Demonstrate safe starting of the chainsaw

AC2.3 Remove branches from felled trees using a recognised method

AC2.4 Turn tree and remove under branches using appropriate aid tools and method(s) where appropriate

AC2.5 Clean and tidy working area

Topic 2.1

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

Topic 2.2

The safe starting procedure of a chainsaw should include:

- ensuring appropriate safe working distances from both fuel and other operators is maintained
- correct PPE worn
- remove guide bar cover
- place saw on ground, where appropriate, ensuring no debris can catch the chain
- secure rear handle
- controls set as recommended by the manufacturer
- ensure chain brake set according to manufacturer's recommendations
- adopt safe stance
- find compression pulling starter cord sharply and firmly
- choke released when engine fires
- half throttle released when engine runs

Post starting checks of a chainsaw should include:

- ensuring the saw chain stops when the engine revs return to idle
- ensuring the chain brake functions according to the manufacturer's specification
- ensuring the stop switch works correctly
- ensuring lubrication to the guide bar and chain is working properly

Topic 2.3

Branch removal techniques should account for:

- 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
- operator not cutting towards legs or body
- avoiding the use of the tip of guide bar
- avoiding overreaching with chainsaw
- not straddling the stem
- compression and tension forces assessed and appropriate cuts used
- using an under-sweep technique if applicable
- winch used as appropriate to restrain stem

Choice of work method should account for:

- a systematic sequence of cuts and position of the saw to remove branches as appropriate for the branching habit
- the top cut at an appropriate diameter
- top removed with a safe method of cutting

Topic 2.4

Tree turned and under branches removed taking account of:

- the stem turned using appropriate aid tools/ techniques
- using the stem for protection when removing remaining branches as appropriate
- using a safe and effective method to sever remaining branches
- all branches being removed flush with the stem

Topic 2.5

A clean and tidy working area should be left ensuring:

- no branches are left on fences, paths, roads, timber stacks, young trees etc or in ditches, ponds, waterways etc
- brash left as per site specification

Learning outcome

The learner will:

LO3 Know relevant health and safety legislation and industry good practice (3) **(Criteria 3.1 – 3.5)**

Assessment criteria

The learner can:

AC3.1 Outline the key health and safety legislation and, industry good practice

AC3.2 Outline the emergency planning and procedures relevant to the working area

AC3.3 Describe how to use and maintain tools, equipment and personal protective equipment (PPE)

AC3.4 Describe how environmental damage can be minimised

AC3.5 Describe the correct methods for disposing waste

Topic 3.1

Outline key points from the legislation and industry good practice listed below:

Health and Safety at Work Act (HSWA) –

- general duties for employers and employees
- maintain safe places of work
- other

Provision and Use of Work Equipment Regulations (PUWER) –

- operators adequately trained
- equipment fit for purpose
- other

Arboriculture Forestry Advisory Group (AFAG) information

- providers of industrial good practice
- other

Topic 3.2

Emergency procedures relevant to a work site may include:

- location name
- grid reference
- designated meeting place
- site location name
- nearest access point
- street name/district
- type of access (public road/light vehicles, four-wheel drive)
- suitable helicopter landing area
- phone number of nearest doctors
- location of nearest accident and emergency hospital and phone number
- works manager contact details
- your own contact number/mobile number
- other

Topic 3.3

Uses of equipment may include:

- lifting
- rolling
- protect the operator
- other

Maintenance of tools and equipment and PPE may include:

- cleaning
- inspection
- other

Topic 3.4

Environmental damaged may be caused by:

- incorrect storage of fuel and oil
- defective machinery
- poor work practices
- other

Environmental damage may be prevented by:

- following principles of industry good practice
- good housekeeping
- appropriately trained operators
- other

Topic 3.5

Disposal of waste from maintenance activities may include:

- use of designated waste/recycle bins
- waste oils placed in approved containers for disposal
- other

Learning outcome

The learner will:

LO4 Know how to remove branches and breakdown crowns using a chainsaw (4) (**Criteria 4.1 – 4.9**)

Assessment criteria

The learner can:

AC4.1 Describe how the method of removing branches will vary with tree species, form and condition

AC4.2 Describe how to identify tension and compression in branches

AC4.3 Outline the implications on choice of severing method

AC4.4 Describe how to deal with small diameter timber under severe tension/compression

AC4.5 State how and when to use winches to assist with the snedding/de-limbing of trees

AC4.6 Describe process for removing branches/limbs above shoulder height

AC4.7 Explain the advantages of leaving a clean stem after de-branching

AC4.8 State how and when to deal with trapped branches

AC4.9 State how to deal with brash and branches after snedding/de-limbing

Topic 4.1

Method of removing branches in conifers and broadleaves may include:

- snedding
- delimiting
- other

Differences in conifers and broadleaves may include:

- remove the whole branch
- remove branch in sections
- other

Topic 4.2

Identification of tension and compression in branches may be completed:

- visually
- manually

Topic 4.3

Implications on choice of severing method may include:

- safe
- effective
- productive
- other

Topic 4.4

Small diameter timber under severe tension/compression is dealt with:

- using multiple tension cuts
- using multiple compression cuts
- other

Topic 4.5

How to use a winch to assist with snedding/de-limbing may include:

- select direction
- identify anchor points
- select appropriate equipment
- assemble winching system
- operate winching system

When to use a winch to assist with snedding may include:

- restrain
- roll
- move

Factors and Precautions to consider when winching should include:

- capacity of the winch
- communication method between operators
- security of anchor points
- compatibility of components/strength loss of equipment in certain configurations
- serviceability and inspection of all components
- PPE required for winching operations
- competency of operators

- roles and responsibilities understood by all parties
- danger zones including during off-set winching
- safe working distances

Topic 4.6

The process for removing branches/limbs to include:

- roll the tree
- use of a pole saw
- other

Topic 4.7

Advantages of a clean stem may include:

- reducing possible injury to the person moving the timber
- reduce friction/collecting debris when pulling timber along the ground
- prevent damage to other trees when extracting timber
- allowing timber to easily enter machines (eg chipper, peeler or saw bench)
- easier stacking or loading

Topic 4.8

How:

- lever
- sever, using appropriate method

When:

- as they arise
- when it is safe

Topic 4.9

Brush and branches may be dealt with by:

- chipping
- stacking
- windrowing
- baling
- other

Supporting information

Evidence requirements

One to one practical assessment with oral questioning by an NPTC City & Guilds approved assessor.

Unit guidance

Candidates must successfully achieve all assessment activities in their chosen unit(s).

Safe Practice

Assessors must hold a current 'First Aid at Work' Certificate.

It is strongly recommended that Candidates hold at least a recent, recognised 'Emergency First Aid' Training Certificate.

All forest machines used in the assessments must comply with relevant Forest Industry Safety Accord (FISA) Safety Guides

Candidates should be familiar with the machine that they are going to operate.

Appropriate Personal Protective Equipment (PPE) must always be worn.

A First Aid kit meeting current regulations, of the appropriate size for the number of persons on site, must be available.

The Assessor must ensure a Risk Assessment is carried out, and sufficient control measures implemented.

Any necessary permissions must have been granted, and notifications made as appropriate: (eg Forestry Commission, Forest Enterprise, Private owners etc).

All equipment being used for this assessment must comply with relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998 and Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.

Information may be sought from the relevant operator manuals or any other appropriate training or safety publication.

Provision must be made to avoid the risk of environmental pollution and adequate control measures must be implemented. (a suitable response kit to be available on the machine)

It is the responsibility of the Assessor and the Candidate to ensure that any additional requirements and provisions are met as relevant to this qualification.

Whenever the Candidate leaves the base machine, the parking brake must be applied.

When the Base Machine is parked and left unattended, or any attachments/detachments of equipment, must carry out the safe stop procedure.

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

All ancillary equipment, when detached must be left in a safe and stable condition.

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

The assessment is carried out in accordance with the safety guidelines laid down in Arboriculture and Forestry Advisory Group (AFAG) Safety Guides, Health and Safety publications and current machinery directives.

A breach of Health and Safety that puts any person at risk during the assessment process will result in the assessment being terminated and the Candidate not meeting the required standard

Initial tonnage is measured on unladen vehicle weight

Candidates who undertake this assessment and have met the requirements are reminded of their legal obligation to receive/undertake appropriate additional training in the use of any equipment that differs from that used during the assessment, but which they are nevertheless qualified to use.

Suggested learning resources

Forest Industry Safety Accord (FISA) Guides.

Manufacturer's handbooks, manuals.

Safety bulletins.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centre Document Library on www.cityandguilds.com or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Assessment: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

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City & Guilds

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