



City & Guilds Level 2 Certificate of Competence in Powered Pole Pruner Maintenance and Operation (0039-26)

Version 1.6 (December 2025)

Qualification Handbook

Qualification at a glance

Subject area	Chainsaw and Related Operations
City & Guilds number	0039-26
Age group	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 Qualification approval
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 Level 2 Certificate of Competence in Powered Pole Pruner Maintenance and Operation	0039-26	603/7645/4	16	19

Version and date	Change detail	Section
1.0	First version	
1.1 September 2022	Formatting changes Updated logo Updated 'Sources of general information'	Throughout Front cover Appendix 1
1.2 January 2024	Removed – e.g., Level 2 Certificate of Competence in Felling Medium Trees.	Will the qualification lead to further learning? Page 4
1.3 August 2024	Update of Quality Assurance Statement Formatting changes	Centre Requirements
1.4 October 2024	Formatting changes	Throughout
1.5 May 2025	Updated Introduction Updated Quality Assurance Updated Inclusion and Diversity Updated Sustainability	Throughout
1.6 December 2025	Updated assessment timings	Assessment

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1 Introduction

Purpose of this qualification

This document tells you what you need to do to deliver the **City & Guilds Level 2 Certificate of Competence in Powered Pole Pruner Maintenance and Operation (0039-26)**

Area	Description
Who is the qualification for?	Individuals who operate and carry out powered pole pruner tasks as part of their work in arboriculture, forestry, or other industries. It will provide the individual with the knowledge, understanding and skills required to carry out this work.
What does the qualification cover?	It covers hazards, risks, controls, emergency planning, legislation, industry good practice, roles, and maintenance of powered pole pruners.
What opportunities for progression are there?	This qualification will support progression into employment where powered pole pruner tasks is part of the role. Individuals who successfully complete this qualification could go on to increase their level of proficiency through consolidation practice within a working environment, or develop other skills in safely operating chainsaws.
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

2 Qualification structure

For the **City & Guilds Level 2 Certificate of Competence in Powered Pole Pruner Maintenance and Operation (0039-26)** learners must be trained and assessed in the unit listed below. The qualification will be endorsed to the context of the unit assessed:

City & Guilds unit number	Unit title	GLH
Mandatory units:		
Learners must achieve or must have achieved this mandatory unit.		
207	Powered pole pruner maintenance and operation	16

Total Qualification Time

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 achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT consists of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- 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
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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 Health and Safety 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

Candidates 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.

Inclusion and diversity

City & Guilds is committed to improving inclusion and diversity within the way we work and how we deliver our purpose which is to help people and organisations develop the skills they need for growth.

More information and guidance to support centres in supporting inclusion and diversity through the delivery of City & Guilds qualifications can be found here:

Inclusion and diversity | City & Guilds ([cityandguilds.com](https://www.cityandguilds.com))

Sustainability

City & Guilds are committed to net zero. Our ambition is to reduce our carbon emissions by at least 50% before 2030 and develop environmentally responsible operations to achieve net zero by 2040 or sooner if we can. City & Guilds is committed to supporting qualifications that support our customers to consider sustainability and their environmental footprint.

More information and guidance to support centres in developing sustainable practices through the delivery of City & Guilds qualifications can be found here:

Our Pathway to Net Zero | City & Guilds ([cityandguilds.com](https://www.cityandguilds.com))

Centres should consider their own carbon footprint when delivering this qualification and consider reasonable and practical ways of delivering this qualification with sustainability in mind. This could include:

- reviewing purchasing and procurement processes (such as buying in bulk to reduce the amount of travel time and energy, considering and investing in the use of components that can be reused, instead of the use of disposable or single use consumables)
- reusing components wherever possible
- waste procedures (ensuring that waste is minimised, recycling of components is in place wherever possible)
- minimising water use and considering options for reuse/salvage as part of plumbing activities wherever possible.

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
207	Powered pole pruner maintenance and operation	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
- The practical observation and oral questioning should take between **1 – 2 hours**.
- Qualification registration is valid for two years.

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 one **unit**. A unit describes what is expected of a competent person in particular aspects of their job.

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

Each **learning outcome** has a set of **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 207

Powered pole pruner maintenance and operation

Level:	2
GLH:	16
Assessment type:	Practical activities with oral assessment.
Aim:	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to use and maintain a powered pole pruner in the workplace.

Learning outcome

The learner will be able to:

LO1 Carry out powered pole pruner maintenance and operation. **(Criteria 1.1-1.4)**

Assessment criteria

AC1.1 Hazards, risks, controls and emergency planning

AC1.2 Legislation and industry best practice

AC1.3 Maintenance of powered pole pruners

AC1.4 Using a powered pole pruner

Topic 1.1

The risk assessment process:

- identify the hazards
- decide who might be harmed and how
- evaluate the risks and decide on precautions
- record the findings and implement them
- review and update the assessment as necessary.

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

Emergency procedures relevant to a work site:

- site location
- grid reference
- what three words
- designated meeting place
- 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's contact details
- your own contact number/mobile number.

Topic 1.2

Key points from the legislation listed below.

Health and Safety at Work Act (HASWA):

- follow training received
- take reasonable care of their own and other people's safety.

Provision and Use of Work Equipment Regulations (PUWER):

- equipment is maintained
- equipment is fit for purpose.

Providers of industry good practice:

- Forest Industry Safety Accord (FISA)
- regional forestry bodies
- Arboricultural Forestry Advisory Group (AFAG)
- Arboricultural Association (AA).

Topic 1.3

The importance of maintaining powered pole pruners to manufacturer's recommendations:

- machine is safe to use
- reduces machinery repair downtime.

Explain the function of all powered pole pruner safety features:

Guide bar cover:

- protects and covers the bar and chain

Chain with low kick back characteristics:

- reduces kickback

Exhaust:

- noise reduction and reduces emissions

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.

Appropriate tools for the maintenance of both the power unit and guide bar/chain are selected.

Hazards and risks associated with battery powered equipment:

- incorrect compatibility of battery/machine
- machine being live when the battery is in place
- machine may not have an on/off switch
- battery misalignment
- battery storage
- battery disposal
- battery dislodging and falling from the machine
- electric shock
- short circuiting and combustion when charging
- malfunction due to water contamination
- lack of power
- charge time and charging requirements.

Battery power unit maintenance and checks:

- battery guide tracks are 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.

Benefits associated with the use of battery powered machines:

- reduced weight
- reduced vibration
- reduced noise
- no emissions
- clearer communication with others on site
- less maintenance requirements
- more accurate operation due to due to no engine torque
- no need for the transportation of fuel
- no risk of fuel spillages.

Spark plug:

- provides ignition, maintenance may include inspection, cleaning and checking of electrode gap.

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:

- prevents debris entering the carburettor and helps maintain the correct air/fuel ratio, maintenance may include inspection and thorough cleaning.

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.

Cooling system:

- prevents the engine from overheating, maintenance may include inspection and cleaning.

Maintenance:

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

Exhaust system:

- reduces noise and emissions, maintenance may include inspection, security of nuts/bolts, spark arrestor and removal of residue

Maintenance:

- check all nuts and bolts for security
- remove excess residue from the silencer
- check condition and security of spark arrestor.

Sprocket:

- drives/pushes the chain along the guide bar, maintenance may include inspection and replacement due to wear exceeding manufacturer's tolerances

Maintenance:

- sprocket checked for wear and condition

Starter mechanism:

- engages the flywheel, maintenance may include cleaning, inspection

Maintenance:

- starter cover removed and air ways cleared
- cord and coil spring tension released
- cord inspected for wear
- cord and coil spring re-tensioned
- re-coil checked to ensure spring tension is correctly applied
- pull toggle checked for security.

Greasing/lubrication:

- may help prevent excessive wear of components.

Maintenance:

- greasing of component parts as appropriate.

Fuel filter:

- prevent debris entering engine components, maintenance may include cleaning as appropriate or replacement.

Maintenance:

- fuel cap removed
- filter located and removed where applicable from tank using appropriate tool
- condition of filter determined
- replacement as appropriate.

Oil filter:

- prevent debris entering guide bar, maintenance may include cleaning as appropriate or replacement.

Maintenance:

- oil cap removed
- filter located and removed where applicable from tank using appropriate tool
- condition of filter determined
- cleaning procedures using non-flammable detergents followed by rinsing and drying or replacement as appropriate.

Guide bar:

- holds and carries the chain to enable the cutting of timber

Maintenance:

- identification of uneven and damaged rails and maintain as appropriate
- checking the straightness of bar
- checking the bar groove depth
- identification of any blueing, 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.

Problems that may be encountered when a chain and guide bar are worn, damaged or poorly maintained:

- pole pruner does not cut efficiently
- over-heating of the guide bar
- poor lubrication of the chain
- increased chain, bar and sprocket wear
- other
- pitch
- gauge
- length of guide bar
- number of drive links
- cutter type.

Information required to replace pole pruner chain:

- pitch
- gauge
- length
- number of drive links
- cutter type.

Cutter types:

- chisel chain
- semi-chisel chain
- other
- application may depend on experience of the operator, timber type and personal preference

File size and sharpening angles through use of chain charts, manufacturer's information, chain box etc.

Reasons for maintaining correct filing angles and cutter lengths:

- ensures chain is sharpened as per manufacturer's recommendations
- enhances cutting performance
- decreased vibration
- accurate cutting
- decreased risk of kick back.

The correct depth gauge setting:

- achieves optimum cutting speed as per manufacturer's recommendations
- reduces the risk of kick back
- reduces chain vibration.

Function of the chain:

- carries the cutting components to enable the cutting of timber

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.

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

Steps to take when a powered pole pruner is not repairable, faulty or non-operational:

- labelling of the powered pole pruner and removing from service
- operator maintenance
- arranging for repair of the powered pole pruner.

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

Disposal of waste from maintenance activities:

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

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

Topic 1.4

Personal Protective Equipment (PPE):

- safety boots
- gloves
- head, ear and eye protection
- non snag outer clothing
- harness

- all PPE must conform to applicable CE/EN standards where appropriate.

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

Emergency procedures relevant to the work site

Safe working distance:

- minimum of fifteen metres

Bio-security considerations may include:

- cross contamination
- disinfection/cleaning of equipment
- cleaning/disposal of PPE.

Environmental considerations may include:

- fuelling site
- type of fuel/oil
- use of battery powered saws.

Condition of tree and time of year may affect the work owing to:

Condition:

- dead – loss of control, safety compromised
- diseased – biosecurity measures.

Time of year:

- some species bleed heavily if pruned at certain times of year
- promotion of subsequent disease or infection.

Appropriate pruning methods may include:

Through cut:

- small diameter timber cut straight through with one cut

Step cut:

- two over lapping cuts used on free fall sections

Natural target pruning:

- pruning cut made to the outer edge of the branch bark collar/ridge

Basic principles of target pruning are to:

- simulate the tree's natural ability to shed branches
- leaves the branch bark ridge and collar intact
- allow complete doughnut of callus wood to form
- allow protection boundary to develop inside collar
- cuts carried out in accordance with industry standard and job
- specification.

Tension in branches:

- found on the outside edge of strained timber and when cut, the kerf opens

Compression in branches:

- found on the inside edge of strained timber and when cut, the kerf closes

Procedure for removing a trapped powered pole pruner may include:

Method one:

- switch off engine
- operator and work partner stand side by side
- work partner lifts end of branch with suitable aid to open the cut
- withdraw the machine.

Method two:

- switch off engine
- prop engine on the ground
- lift and prop branch with a trimmed branch or pole
- withdraw the machine.

Method three:

- switch off engine
- use of second machine or pole saw to release trapped machine minimum of 300mm (12") away
- withdraw the machine.

Branch sections should be removed:

- order of cuts planned
- characteristics and properties of the wood allowed for
- suitable sized sections removed
- side or reducing cuts used where appropriate
- position of cuts
- complete overlap of cuts achieved
- cut pieces fall into a safe/ clear area
- the branch collar and/or branch bark ridge is identified when pruning
- the pruning cut is left as smooth as possible
- operator is not directly below falling branches
- angle of powered pole pruner does not exceed 60 degrees when cutting.

All debris should be left in a safe, stable condition and appropriate position.

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

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

It is ensured that any possible environmental damage is always minimised.

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

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.

Appropriate Personal Protective Equipment (PPE) must be worn at all times.

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

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

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.

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

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.

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

Manufacturers' 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:

Quality Assurance Standards: Centre Handbook

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.

Quality Assurance Standards: Centre Assessment

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

Please visit the Contact Us section of the City & Guilds website, **Contact us**.

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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