

City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Aerial Pruning (0038-33)

Version 1.2 (February 2025)

Qualification Handbook

Qualification at a glance

Subject area	Utility Arboriculture
City & Guilds number	0038-33
Age group approved	18+
Entry requirements	Candidates must have achieved the following pre-requisites: Level 3 Certificate of Competence in Utility Arboriculture Basic Electrical Knowledge (0038-30) Level 3 Certificate of Competence in Utility Arboriculture Tree Species Recognition, Growth Characteristics and Associated Hazards (0038-31) Level 3 Certificate of Competence in Utility Arboriculture Ground-based Pruning (0038-32) Level 2 certificate of competence chainsaw maintenance and cross-cutting (0039-20) Level 2 Certificate of Competence in Felling Small Trees up-to 380mm (0039-21) Level 2 Certificate of Competence in Climbing and Aerial Rescue (0039-22) Level 2 Certificate of Competence in using a Chainsaw from a Rope and Harness (0039-23) or equivalent qualifications. Centres must ensure that any pre-requisites stated are met. Candidates must meet minimum age requirements.
Assessment	To gain this qualification, candidates must successfully achieve the following assessments: 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 Level 3 Certificate of Competence in Utility Arboriculture Aerial Pruning	0038-33	603/7888/8	8	10

Version and date	Change detail	Section
1.0	First version	
1.1 August 2024	Update of Quality Assurance Statement	Centre Requirements
	Formatting changes	All
1.2 February 2025	Update of 'Delivering the qualification' section	Delivering the qualification
	Formatting throughout	All

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1 Introduction

This document tells you what you need to do to deliver the **City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Aerial Pruning (0038-33)**.

Area	Description
OVERVIEW	
Who is this qualification for?	Individuals who operate around utility services 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 aerial pruning within the utility arboriculture sector.
What does this qualification cover?	It covers Hazards, risk, controls, emergency procedures, industry guides and potential environmental damage, Site zoning, tree condition assessment, working at height assessment. Tree factors and characteristics and Aerial tree pruning.
WHAT COULD THIS QUALIFICATION LEAD TO?	
Will the qualification lead to employment, and if so, in which job role and at what level?	This qualification will support progression into employment, where working around utility services 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 down time.
Why choose this qualification over similar qualifications?	This is a specialist qualification demonstrating the individual can safely carry out duties associated with working around utility services to a recognised level of competency.
Will the qualification lead to further learning?	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 within the Utility Arboriculture suite of qualifications.
WHO SUPPORTS THIS QUALIFICATION?	
Employer/Higher Education Institutions	The Arboricultural Association
Further Information	Please refer to the City & Guilds NPTC website for more information on the assessment.

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 candidates' 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

For the **City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Aerial Pruning (0038-33)** learners must be trained and assessed in the unit listed below.

City & Guilds unit number	Unit title	GLH
Pre-requisite units:		
201	Chainsaw maintenance and cross-cutting	15
202	Felling small trees up to 380mm	24
203	Tree climbing and aerial rescue	40
204	Using a chainsaw from a rope and harness	24
301	Utility arboriculture basic electrical knowledge	16
302	Utility arboriculture tree species recognition, growth characteristics and associated hazards	8
303	Utility arboriculture ground-based pruning	8
Mandatory unit:		
Learners must achieve or must have achieved this mandatory unit.		
304	Utility arboriculture aerial pruning	8

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:

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

the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Aerial Pruning (0038-33)	8	10

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

Candidates must have achieved the pre-requisites detailed in Qualification at a Glance.

Candidates must meet minimum age requirements.

Age restrictions

This qualification is approved for learners aged 18 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
304	Utility arboriculture aerial pruning	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 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 are comprised of a number of assessment criteria

Guidance for delivery of the units

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

The **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 304

Utility arboriculture aerial pruning

Level:	3
GLH:	8
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 carry out aerial pruning within the utility arboriculture sector.

Learning outcome

The learner will:

LO1 Carry out utility arboriculture aerial pruning (**Criteria 1.1-1.4**)

Assessment criteria

The learner can:

AC1.1 Hazards, risk, controls, emergency procedures, industry guides and potential environmental damage

AC1.2 Site zoning, tree condition assessment and working at height assessment

AC1.3 Tree factors and characteristics

AC1.4 Aerial tree pruning

Topic 1.1

To include:

- identify hazards, risks, and controls relevant to the site task and machine
- emergency procedures relevant to the work site.

Industry guides relevant to aerial tree pruning:

- AA technical guide 1 Tree climbing and aerial rescue
- AA technical guide 2 Use of tools in a tree
- tree work recommendations BS3998.

Potential environmental damage:

- damage to retained trees
- contamination of watercourses

- wildlife disturbance.

Appropriate responses:

- containment and clearance of spills
- good housekeeping, use of spill mats
- work sequence chosen to minimise subsequent damage to retained trees
- wildlife assessments completed prior to work.

Topic 1.2

Work site layout factors to consider:

- 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.

Potential hazards that may be encountered:

- 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.

Working at height assessment:

- avoid work at height - can the work be carried out from ground level?
- prevent falls- the use of a mobile elevating work platform mewp to prevent a fall
- minimise the consequence of a fall - the use of suitable equipment minimises the distance and consequence of a fall
- planned and organised operation
- rescue methods considered
- competent persons
- selection and inspection of equipment.

Topic 1.3

Species, condition of tree and time of year may affect the work owing to:

Species:

- brittle timber – loss of control
- responses to pruning.

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.

Topic 1.4

Basic principles of target pruning are to:

- simulate the trees' 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.

Importance of accurate and appropriate cuts when removing branch material:

- control
- preventing splitting
- preventing tearing
- job specification bs3998 are met.

Cuts that maybe used and their application:

Sink cut:

- directional sink with back cut retaining hinge which aide's direction used on free fall and handheld sections

Step cut:

- two over lapping cuts used on free fall and handheld 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

The points that the climber must discuss when briefing the ground staff may be:

- the contents of the electrical risk assessment including updates
- the contents of the site-specific risk assessment
- emergency procedures
- individual responsibilities
- aerial rescue provision

- second climber has climbing equipment on site
- the tree hazard evaluation.
- the planned method and sequence of work
- means of communication established.

Category A:

- trees within the vicinity zone (including the live zone) at or above the level of conductors or associated equipment.

Category B:

- trees outside but capable of breaching the vicinity zone (including the live zone) adjacent to conductors or associated equipment.

Category C:

- trees within the vicinity zone (including the live zone) that are beneath the conductors or associated equipment.

Category D:

- trees outside the vicinity zone with no potential of breaching the vicinity zone

Document for reference may be:

- G55

Procedures for category A trees:

With the line live the method of work should be established by incorporating the following control measures:

- aerial tree works will be carried out with the line made dead and earths applied, the only exception to this will be where no branches breach the live zone and there is further supervision and a method statement approved by the network operator that ensures there is no breach of the live zone
- trees with branches in the live zone must not be climbed
- trees with branches in the vicinity zone but not in the live zone should only be climbed where a procedure approved by the network operator is in place
- if branches protrude through the vicinity zone and up above the height of the vicinity zone and overhang the extent of the live zone, then the works will be carried out with the line dead
- a dedicated observer capable of stopping work will be required to ensure that the required control measures are being adhered to
- works must be planned so that there is no possibility of a climber or tools breaching the vicinity zone.

Procedure for category B trees:

With the line live the method of work should be established by incorporating the following control measures:

- in the circumstance where there is extensive overhang which cannot be removed using an approved method over the live zone then works shall be carried out dead
- full account of the weather conditions must be taken

- control measures should, where necessary, include preparatory work to remove branches in a logical manner to avoid the risk of small branches cut higher up in the crown outside the vicinity zone bouncing or cartwheeling onto the line
- if branches have the potential to breach the live or vicinity zone, then only small sections should be removed to avoid a phase-to-phase contact or damage to the network, the maximum length of cut section should be recorded on the risk assessment and a dedicated observer capable of stopping work must be used
- these trees can be climbed and dismantled with suitable control measures
- it must be ensured that in the event of a fall or swing there is no possibility of a climber breaching the vicinity zone
- a dedicated observer capable of stopping work must be used to maintain clearances if a climber or mobile elevating work platform is above the level of conductors.

Procedure for category C trees:

With the line live the method of work should be established by incorporating the following control measures:

- remove branches in the live zone with approved insulated tools before any aerial pruning
- if the trees are below the level of the live zone, then they may be climbed ensuring that no part of the climber's body, tools or equipment can breach the vicinity zone and that branches are not caused to breach the live zone
- a dedicated observer capable of stopping work should be used in this instance.

Procedure for category D trees:

With the line live the method of work should be established by incorporating the following control measures:

- use non-insulated tools and avoid any breach of the vicinity zone by operatives, tools, or equipment
- Inspect all equipment to be used and comment on the condition/checks made.

Prepare to climb the tree:

- insulated rods used to position ropes or to position throw bag
- ropes or throw-bags are not thrown in proximity to overhead line
- anchor point positioned so that climber will swing away from conductors in event of a fall
- ropes installed into the tree on the opposite side to the overhead line.

All anchor points selected taking into consideration:

- size, strength, and structure
- position in relation to the parts of the tree to be accessed.

Establish initial anchor points considering:

- 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 considers:

- efficient use of technique chosen

- candidate is always attached to the tree 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 always managed
- correct use of equipment.

Access and climb tree to anchor points of suitable height and strength in accordance with AA technical guide TG1.

Climb the tree to work position:

- signals agreed (hand/radio)
- tree climbed on opposite side to conductors
- tree climbed facing the conductors whenever reasonably practical
- ropes routed away from the conductors
- work position established
- ensure climber or any equipment does not infringe the vicinity zone
- ensure climber or any equipment cannot infringe vicinity zone in the event of a fall
- ensure that the climber does not work directly above any conductor
- ensure a dedicated observer capable of stopping work if the climber works above the level of the conductors.

Carry out pruning work in accordance with job specification:

- ensure clear and concise communication
- sections cut small enough for ease of handling
- cut sections cast away from the conductors to prevent breach of vicinity zone
- all pruning operations carried out to prevent the climber and un-insulated equipment breaching the vicinity zone
- safe/correct pruning methods applied
- stated clearance achieved the from the line
- cut section controlled to prevent tearing or ripping of the bark
- branch bark collar preserved
- if appropriate mirror the branch bark ridge
- prune to encourage any new growth to grow away from the line.

Drop zone used ensuring:

- no hanging branches left within tree
- access equipment is not compromised/ damaged
- infrastructure is not damaged.

Descend from the tree and stow equipment safely and appropriately:

- tree descended on opposite side to conductors
- ropes removed ensuring no breach of vicinity zone
- equipment stowed.

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

Communication between climber and ground staff maintained when appropriate.

Pruning specifications executed as per industry good practice and job specification.

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 this unit.

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.

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

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

May be sought from the relevant manufacturer's manuals or any other appropriate training or safety publication

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to 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 Handbook: 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

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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