



City & Guilds NPTC Level 2 Award in the Safe use of a Stump Grinder QAN (601/2266/3)

Version 1.0 (March 2024)

Qualification Handbook

Qualification at a glance

Subject area	Forestry and Arboriculture
City & Guilds number	0020
Age group approved	16+
Entry requirements	<p>Candidate must meet minimum age requirements</p> <p>Centers must ensure that any pre-requisites stated in the <i>Who is this qualification for?</i> section are met.</p>
Assessment	<p>To gain this qualification, candidates must successfully achieve the following assessments:</p> <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	<p>Qualification Handbook (candidates).</p> <p>Assessment materials (approved assessment Centres only).</p>
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 the Safe use of a Stump Grinder QAN (601/2266/3)	0020-53	601/2266/3	8	10

Version and date	Change detail	Section
1.0 March 2024	Initial version	All
1.1 October 2024	Independently assessed qualification changed to Integrated assessed qualification	Page 5
	Assessment Guidance for the Assessor	Page 9

Contents

Qualification at a glance	2
Contents	4
Introduction	5
Structure	7
Total Qualification Time (TQT)	7
1 Centre requirements	8
Approval	8
Appeals and Equal opportunities	9
Quality Assurance	9
Learner entry requirements	10
Age restrictions	10
Access arrangements and reasonable adjustments	10
2 Delivering the qualification	12
Initial assessment and induction	12
Support materials	12
3 Assessment	13
Assessment of the qualification	13
Assessment strategy	14
Time constraints	14
4 Units	15
Structure of the units	15
Guidance for delivery of the units	15
Unit 220 Prepare and operate a stump grinder	15
Appendix 1 Sources of general information	30

Introduction

This document tells you what you need to do to deliver the City and Guilds NPTC Level 2 Award in the Safe use of a Stump Griner (0020-53)

Area	Description
Who is the qualification for?	<p>This is an Integrated assessed qualification.</p> <p>Type of Learner: Individuals who operate forestry machinery 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 Operate Forest Machine Stump Grinders.</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 requirements for the correct Operation of Forest Machine Stump Grinders.</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 Operating Forestry machinery 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.</p> <p>Once a candidate has successfully completed this qualification, they will be able to Operate Forest Machine Stump Grinders.</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 Stake holders, associates, and industry representatives.

Is it part of an apprenticeship framework or initiative?	No
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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.

Structure

To achieve the City & Guilds NPTC Level 2 Award in the Safe use of a Stump Grinder (0020-53) learners must achieve:

City & Guilds unit number	Unit title	GLH
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Mandatory units:

Learners must achieve or **must** have achieved **ALL** mandatory unit.

220	Prepare and operate a stump grinder	8
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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 comprises 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 the Safe use of a Stump Grinder	8	10

1 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

This qualification can be assessed by a Trainer who has trained the Candidate (a Trainer/Assessor) or by a third party (an Assessor) not directly involved with training of the Candidate providing they are suitably qualified and meet the requirements of the awarding body. Please see City & Guilds Centre Manual for guidance.

It is envisaged that assessment will be carried out after all of the training has been completed. However, assessment may take place at intervals after each 'period' of training and may be effectively integrated into the training programme.

The Candidate must be informed when assessment is taking place in terms of when formal assessment commences and when it ceases. It is not permissible to assess whilst training is being carried out. Assessment must be a separate activity.

Trainer/Assessors are reminded that assessment is a formal process. Assessment must be carried out using the Qualification Guidance. All relevant assessment criteria must be assessed against the criteria as specified in the Qualification Guidance. Assessment will be carried out by direct observation and by oral questioning of the Candidate. Where a specific number of responses are required these may include other suitable answers not specified if they are deemed to be correct by the Assessor.

The performance of the Candidate is to be recorded on the Qualification Guidance as directed by completing the tick boxes. Space has been provided on the Qualification Guidance for the person assessing to record relevant information which can be utilised to provide feedback to the Candidate.

Trainer/Assessors are reminded that feedback from the Candidate is required on the Record of Assessment that is sent to City & Guilds as part of the quality assurance process. After assessment has been completed the assessment schedule is to be forwarded to the centre and retained by the centre until after the annual centre visit has taken place by a Quality Systems Consultant (QSC).

The Candidate may only have a maximum of 3 attempts. Re-assessment cannot take place until further training has been provided.

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 and Guilds Quality Assurance processes visit: the [What is CASS?](#) and [Quality Assurance Standards](#) documents on the City & Guilds website.

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:

<http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>

2 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

3 Assessment

Assessment of the qualification

Assessment types			
Unit	Title	Assessment method	Where to obtain assessment materials
220	Prepare and operate a stump grinder	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:

Assessments should take no longer than 1.5 – 3 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.

4 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 a number 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 220

Prepare and operate a stump grinder

Level:	2
GLH:	8
Assessment type:	Practical activities with oral assessment.
Aim:	The aim of this unit is for the candidate to demonstrate safe operation of a stump grinder

Learning outcome

The learner will:

LO1 Know the health and safety requirements for operating a stump grinder (**Criteria 1.1 – 1.5**)

Assessment criteria

The learner can:

AC1.1 State legislation covering stump grinding operations

AC1.2 Explain the risk assessment process

AC1.3 State emergency planning procedures relevant to the work area

AC1.4 State the environmental and public hazard considerations when dealing with arisings from stump grinding

AC1.5 State precautions to be observed when working adjacent to highways

Topic 1.1

May include the following:

- The Health & Safety at Work Act 1974 – specified duties under the act as an employee
- The Management of Health and Safety at Work Regulations 1999 – a risk assessment must be carried for all activities
- Personal Protective Equipment Regulations 1992 – PPE must be supplied and worn
- Manual Handling Operations Regulations 1992 – not to manually handle, use safe lifting techniques

- The Control of Vibration at Work Regulations 2005 – to reduce the risk to health from vibrations
- Provision and Use of Work Equipment Regulations (PUWER) 1998 – requires that regular checks are made
- Noise at Work Regulations 2005 – hearing protection must be worn over 85db
- COSHH - hazard awareness of toxic vegetation/chemicals
- Countryside and Wildlife Act 1981 – operation carried out at times to minimise the impact on wildlife
- RIDDOR - reporting of dangerous occurrences and accidents

Provision and Use of Work Equipment Regulations (PUWER) 1998

- self propelled machines
- Roll Over Protective Structure (ROPS)
- Power Take Off (PTO)

Topic 1.2

The risk assessment process may contain the following five steps:

- 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

Topic 1.3

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, fourwheel drive)
- suitable helicopter landing area
- phone number of nearest doctor
- location of nearest accident and emergency hospital and phone number
- works manager contact details
- your own contact number/mobile number
- other

Topic 1.4

Environmental considerations to include:

- mouldy or dead material that produces fungal spores
- physical hazard to public
- hazard to road users from flying debris
- risk of blocking drains, watercourses etc
- hazard to wildlife, plants and trees
- hazard to property from flying debris

Topic 1.5

Precautions observed when working adjacent to highways may include:

- wear high visibility clothing
- warning signs deployed in accordance with department of transport requirements
- exclusion zone / barriers set up to protect both operators and public
- position machine safely
- direction of flying debris
- discharge barriers set up as appropriate
- ensure constant awareness of traffic

Learning outcome

The learner will:

LO2 Be able to carry out a risk assessment on a site **(Criteria 2.1 – 2.4)**

Assessment criteria

The learner can:

AC2.1 Identify hazards and risks associated with the working area and the proposed work

AC2.2 Identify safety features of the stump grinder

AC2.3 State factors to consider when manoeuvring a stump grinder to the work position

AC2.4 Carry out site inspection

Topic 2.1

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

- The work area
- The work to be done

Topic 2.2

Safety features identified must include:

- warning / information symbols identified and interpreted
- machine safety guards secured
- controls identified and checked for function and direction of operation
- brakes, chocks, stabilisers and other security devices checked
- sweep mechanism (if applicable)

Topic 2.3

Machine moved to work position in safe manner may include:

- awareness of slopes and obstacles on the ground
- use of banksman if required when reversing / moving stump grinder where visibility impaired
- machine moved at safe speed
- appropriate use of operator controls for self propelled machines
- appropriate use of hitching attachment/ three point linkage when manoeuvring a tractor-mounted machine
- appropriate control of trailed stump grinder when manoeuvring on site
- machines have high centre of gravity therefore tendency to tip over
- chocking of wheels/tracks on slopes
- avoid turning on slopes / ramps with tracked machine
- operator must be on upper side when ascending or descending slopes
- extreme care when climbing over an obstacle (e.g. roots, holes, steps) or change of angle at top of ramp as machine can rear up / slew violently
- hydraulic fluid must be warm before negotiating uphill slope
- ensure ramps / bridging to support weight of machine are strong enough

Topic 2.4

Site inspection carried out may include:

- walk the site and remove or mark hazards
- identifying location of underground services
- confirm the condition of the site as acceptable for the operation to take place
- report to the appropriate person if the site condition is unsuitable
- set out warning signs and barriers (if appropriate) to advise or exclude public/animals
- implement suitable controls to protect the operator

Learning outcome

The learner will:

LO3 Be able to prepare the equipment and site for stump grinder operations (**Criteria 3.1 – 3.4**)

Assessment criteria

The learner can:

AC3.1 Carry out pre start checks on the stump grinder

AC3.2 Carry out safe starting and post operational checks

AC3.3 Prepare the material for grinding

AC3.4 Use Personal Protective Equipment (PPE) and machine safety features for stump grinding operations

Topic 3.1

For trailed stump grinder:

- jockey wheel lowered or hitch attachment on vehicle secure
- brakes, chocks, stabiliser(s) applied as appropriate

For 3-point linkage machines:

- attachment of lift arms, top link and stabilisers is secure
- machine is correctly aligned
- engagement of PTO shaft or other drive mechanisms is secure and safe
- all PTO guards are secure and in good condition

For tracked stump grinders:

- tracks, rollers, sprockets etc are in safe condition and tensioned / aligned correctly
- hydraulic levelling / widening is employed as appropriate (if fitted)

Topic 3.2

Ensure that:

- safe starting zone selected
- all bystanders at an appropriate safety distance

- visual pre start checks carried out
- stump grinder started in accordance with manufacturers recommendations
- throttle control adjusted to achieve full working speed
- operator protection and restart mechanism checked for correct operation (if fitted)
- emergency stop control checked for effectiveness
- all controls functioning correctly
- stump grinder stopped safely and correctly, key removed

Topic 3.3

Ensure that:

- remove debris from around stump base
- cut stump down to ground level, if applicable
- erect screen/barriers, as appropriate

Topic 3.4

As per manufacturers recommendations, PPE should include appropriate:

- safety helmet
- eye protection
- ear defenders
- gloves
- non snag clothing
- trousers to protect from flying debris
- safety boots with protective toecaps
- personal first aid kits should be available
- additional PPE as required by the risk assessment

Learning outcome

The learner will:

LO4 Be able to operate a stump grinder (**Criteria 4.1**)

Assessment criteria

The learner can:

AC4.1 Carry out the grinding operation

Topic 4.1

Operate machine to grind a tree stump of at least 380mm diameter as per site specification

Ensure that:

- safety procedures are adopted
- area clear of other persons
- engine speed/gear set to obtain optimum output
- optimum depth of swath across stump is obtained
- stump is ground to specified depth
- arisings disposed of / back filled appropriately

Factors to consider when dealing with larger stumps:

- disengage cutter wheel
- ensure cutter wheel is stationary before repositioning
- back fill arisings to improve stability
- re-position machine to remove stump in sections

Convert to transport position:

- isolate power source and convert to transport position as per manufacturer's recommendations

Site checked and tidied:

- site is safe and secure
- debris cleared according to site specification
- breakdown the site

Learning outcome

The learner will:

LO5 Carry out maintenance on a stump grinder (**Criteria 5.1 – 5.4**)

Assessment criteria

The learner can:

AC5.1 Explain the removal and replacement of the cutters

AC5.2 State post operational checks to be carried out on the stump grinder

AC5.3 Carry out maintenance on the stump grinder

AC5.4 Reassemble stump grinder to a functional and operational standard

Topic 5.1

Explain the removal and replacement of two cutters

- as per manufacturer's instruction book
- ensure that machine is safe to work on
- ensure that damaged cutters identified
- use of setting tools
- remove cutters
- replace new/replacement cutters
- tighten all nuts to correct torque setting
- clearances checked on completion

Possible causes of damage to teeth may include:

- loose mountings / bolts / nuts
- over-tightened bolts / nuts
- soil damage
- damage from metal / stone / hard objects

Possible consequences of poorly maintained cutters could include:

- machine not working efficiently
- cutting mechanism overheats/ warps
- increased likelihood of jamming
- increased vibration

Topic 5.2

Post operational checks may include:

- stump grinder inspected and cleaned to establish any wear, damaged and/or missing components through use
- ensures any defects can be rectified before it is next used
- other operators / supervisor etc. can be informed through a reporting procedure that defects are present

Topic 5.3

Maintenance tasks carried out as outlined in manufacturer's or operators instruction book, including:

- wear appropriate PPE
- ensure that machine is made safe
- key removed

- oil level sufficient
- air filter inspected and cleaned
- cooling system inspected & cleaned & coolant level checked (if appropriate)
- fuel system, starting and charging systems inspected and commented on
- electrical system checked for damage
- greasing and lubricating points
- pulleys, clutches, shafts etc. inspected depending on style of machine
- drive belts in good condition and tensioned correctly (if fitted)
- hydraulic system checked for leaks or damage (hoses, pump, motors, spool valves, filters etc.)
- linkages, pivots, springs etc. inspected and lubricated
- hydraulic oil level correct

Cutting system checks may include:

cutting teeth:

- are sharp
- clearance is correct
- are secure
- as per manufacturer's instruction book
- ensure that machine is safe to work on
- ensure that damaged cutters identified
- use of setting tools
- remove cutters
- replace new/replacement cutters
- tighten all nuts to correct torque setting
- clearances checked on completion

Topic 5.4

Reassembled according to manufacturers recommendations as appropriate, check that:

- linkage/draw bar settings are correct
- stabilisers are used
- controls/handle bars set correctly
- brake is engaged if appropriate

Unit 220 Prepare operate a stump grinder

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 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.

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.

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

Forestry Industry Safety Accord FISA Guides.

Manufactures 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 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](#)

City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

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