



Level 2 Certificate of Competence in Chainsaw Maintenance and Cross-cutting (0039-20)

April 2021 Version 1.0

Qualification Handbook

Qualification at a glance

Industry area	Forestry and Arboriculture
City & Guilds number	0039-20
Age group	16-19, 19+
Entry requirements	Centres must ensure that any pre-requisites stated in the <i>What is this qualification about?</i> 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	Pass only
Approvals	Full centre approval Qualification approval
Support materials	Assessment Pack – Centre Version
Registration and certification	Registration and certification of this qualification is through the Walled Garden and is subject to end dates.

Title and level	Size (GLH)	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Certificate of Competence in Chainsaw Maintenance and Cross-cutting	16	19	0039-20	603/7353/2

Version and date	Change detail	Section
1.0	First version	

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1 Introduction

Purpose of this qualification?

The following purpose is for the **Level 2 Certificate of Competence in Chainsaw Maintenance and Cross-cutting (603/7353/2)**

Area	Description
OVERVIEW	
Who is this qualification for?	Individuals who operate chainsaws as part of their work in arboriculture, forestry or other industries. It will provide the individual with the knowledge, understanding and skills required to maintain a chainsaw and crosscut timber safely and to industry standards in line with current legislation.
What does this qualification cover?	It covers risk assessment, emergency planning, legislation, industry best practice, manufacturers recommendations for chainsaw maintenance, battery powered machine maintenance, individual components, maintaining guidebar and chain, reassembling a chainsaw and cutting system, waste disposal, personal protective equipment, biosecurity and environmental considerations, cross-cutting timber, moving and stacking timber, working methods and considerations.
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 chainsaw maintenance and cross cutting timber 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 is able to safely maintain a chainsaw and crosscut timber 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 skills in safely operating chainsaws, e.g., Level 2 Certificate of Competence in Felling Small Trees up to 380mm
WHO SUPPORTS THIS QUALIFICATION?	

Employer/Higher Education Institutions	The Arboricultural Association Forestry Commission
FURTHER INFORMATION	Please refer to the Qualification Handbook, available on the City & Guilds NPTC website, for more information on the structure of this qualification, the content of the units, and assessment.

Qualification structure

For the **Level 2 Certificate of Competence in Chainsaw Maintenance and Cross-cutting** learners must be trained and assessed in a minimum of one of the units listed below. The qualification will be endorsed to the context of the unit assessed:

Unit number	Unit title	GLH
Learners must achieve		
201	Chainsaw maintenance and cross-cutting	16

2 Centre requirements

Approval

New centres will need to gain centre approval. Existing City & Guilds centres who do not currently offer this qualification must go through the Qualification Approval (QAP) process. For centres currently offering Level 2 Award in Chainsaw Maintenance (0020-01) and Level 2 Award in Cross-cut Timber Using a Chainsaw (0020-02) or Level 2 Award in Chainsaw Maintenance and Cross Cutting (0020-03) there is a Fast Track method of approval. Please email qasupport@cityandguilds.com for further information on the approval process

Centre staffing

Staff delivering these 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.

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.

Age restrictions

This qualification is approved for learners aged 16 – 19, 19+.

3 Administration

Approved centres must have effective quality assurance systems to ensure valid and reliable delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality assurance procedures.

Consistent quality assurance requires City & Guilds and its associated centres to work together closely; our Quality Assurance Model encompasses both internal quality assurance (activities and processes undertaken within centres) and external quality assurance (activities and processes undertaken by City & Guilds).

External quality assurance

City & Guilds will undertake external moderation activities to ensure that the quality assurance criteria for this qualification are being met. Centres must ensure that they co-operate with City & Guilds staff and representatives when undertaking these activities.

City & Guilds requires the Head of Centre to

- facilitate any inspection of the centre which is undertaken on behalf of City & Guilds
- make secure arrangements to receive, check and keep assessment material secure at all times, maintain the security of City & Guilds confidential material from receipt to the time when it is no longer confidential and keep completed assignment work and examination scripts secure from the time they are collected from the candidates to their dispatch to City & Guilds.

Malpractice

Please refer to the City & Guilds guidance notes *Managing cases of suspected malpractice in examinations and assessments*. This document sets out the procedures to be followed in identifying and reporting malpractice by candidates and/or centre staff and the actions which City & Guilds may subsequently take. The document includes examples of candidate and centre malpractice and explains the responsibilities of centre staff to report actual or suspected malpractice. Centres can access this document on the City & Guilds website.

Examples of candidate malpractice are detailed below (please note that this is not an exhaustive list):

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to assessments
- impersonation.

These actions constitute malpractice, for which a penalty (eg disqualification from the assessment) will be applied.

Where suspected malpractice is identified by a centre after the candidate has signed the declaration of authentication, the Head of Centre must submit full details of the case to City & Guilds at the earliest opportunity. Please refer to the form in the document *Managing cases of suspected malpractice in examinations and assessments*. Alternatively please complete the form, JCQ/M1. Copies of this form can be found on the JCQ website: <http://www.jcq.org.uk>

Access arrangements and special consideration

We have taken note of the provisions of equalities legislation in developing and administering this specification.

We can make arrangements so that candidates with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before assessment takes place.

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

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

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

Special consideration

We can give special consideration to candidates who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre. For more information please consult the current version of the JCQ document, *A guide to the special consideration process*.

Language of examinations

City & Guilds has a responsibility to ensure that candidates can be assessed in the following languages only:

- English
- English in Northern Ireland
- English in Wales.

Unit 201

Chainsaw maintenance and cross-cutting

Level:	2
GLH	16

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to carry out chainsaw maintenance and cross-cutting safely and in accordance with current legislation and industry standards.

Learning outcomes

In this unit, learners will be able to

1. Carry out chainsaw maintenance
2. Carry out cross-cutting with a chainsaw

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

Learning outcome:

1. Carry out chainsaw maintenance

Topics:

- 1.1 Risk assessment and emergency planning
- 1.2 Operator responsibilities under the Health and safety at work act and Provision and use of work equipment regulations (PUWER)
- 1.3 Providers of industry good practice
- 1.4 Maintaining chainsaws to manufacturers recommendations
- 1.5 Battery powered machine maintenance:
- 1.6 Function and maintenance requirements of individual components
- 1.7 Maintaining the guidebar and chain
- 1.8 Reassemble chainsaw and cutting system to functional and operational standard
- 1.9 State steps to be taken when a chainsaw is not repairable, faulty or non-operational
- 1.10 Clean and tidy working area
- 1.11 Waste Disposal

Topic 1.1

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

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

Emergency planning procedures relevant to a work site may include:

- 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 contact details
- Your own contact number/mobile number
- Other

Topic 1.2

Key points from the legislation and industry good practice listed below:

Health and Safety at Work Act (HASWA):

- Follow training received
- Take reasonable care of their own and other people's safety
- Other

Provision and Use of Work Equipment Regulations (PUWER):

- Equipment is maintained
- Equipment is fit for purpose
- Other

Topic 1.3

Providers of industry good practice may be:

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

Topic 1.4

The importance of maintaining chainsaws to manufacturers recommendations may include:

- Machine is safe to use
- Reduces machinery repair downtime
- Other

The function of all chainsaw 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

Combined chain brake and front hand guard:

- Stops the chain rotating and protects the hand

Chain catcher:

- Catches a derailed chain

Anti-vibration mounts:

- Reduces vibration

On/off switch:

- Stops engine

Safety decals-hand/eye/ear defender symbols:

- Provides mandatory information

Throttle trigger lockout:

- Stops accidental throttle operation

Rear chain breakage guard:

- Protects the rear hand

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

Topic 1.5

Hazards associated with battery powered equipment may be:

- 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
- Other

Battery power unit maintenance and checks should include:

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

Benefits associated with the use of battery powered machines may include:

- Reduced weight
- Reduced vibration
- Reduced noise
- No emissions
- Clearer communication with others on site
- Less maintenance requirements
- More accurate operation due to no engine torque
- No need for the transportation of fuel
- No risk of fuel spillages
- Other

Topic 1.6

Function and maintenance requirements of all individual components:

Spark plug:

- Provides ignition, maintenance may include inspection, cleaning and checking of electrode gap. Comment made upon colour of spark plug deposits

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

Chainbrake:

- Stops the chain, maintenance may include inspection of the chainbrake system, cleaning or replacement

Maintenance:

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

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 if applicable

Clutch/drive system:

- Provides drive to the chain, maintenance may include inspection, cleaning and removal of the clutch

Maintenance for inboard clutch:

- Remove retaining clip
- Dismantle sprocket assembly
- Sprocket checked for wear and condition
- Clean crankshaft stub and grease needle cage where appropriate
- Re-assemble

Maintenance for outboard clutch:

- If appropriate piston locked as per manufactures guidance
- Unscrew clutch weights according to manufacturer's guidance
- Clean crankshaft stub and grease needle cage where appropriate
- Re-assemble

Sprocket:

- Drives/pushes the chain along the guidebar, maintenance may include inspection and replacement due to wear exceeding manufacturers 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
- 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

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

Topic 1.7

The function and maintenance requirements of guidebar:

- 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 overheating, cracking and burring
- Removal of burrs
- Clearing the bar groove and oil holes
- Inspecting the sprocket nose for security and condition
- Greasing the bar nose sprocket if applicable
- Turning the bar following maintenance to reduce wear

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

Problems that may be encountered when a chain and guidebar is worn, damaged or poorly maintained may include:

- Chainsaw does not cut in a straight line
- Over-heating of the guidebar
- Poor lubrication of the chain
- Increased chain, bar and sprocket wear
- Other

The information required to replace the chainsaw chain may include:

- Pitch
- Gauge
- Length of guide bar
- Number of drive links
- Cutter type

Cutter types may include:

- Chisel chain
- Semi-chisel chain
- Other
- Application may depend on experience of the operator, timber type and personal preference

The correct file size and identify the required sharpening angles through use of chain charts, manufactures information, chain box etc.

Reasons for maintaining correct filing angles and cutter lengths may include:

- Ensures chain is sharpened as per manufacturers recommendations
- Enhances cutting performance
- Decreased vibration
- Accurate cutting
- Decreased risk of kick back
- Other

The correct depth gauge setting:

- Achieves optimum cutting speed as per manufacturers recommendations
- Reduces the risk of kick back
- Reduces chain vibration
- Other

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 of the cutters
- Maintenance of top and side plate angles throughout sharpening of the whole chain
- Ensuring a consistent cutter length is maintained
- Removing burrs when applicable
- Maintaining the height and profile of depth gauges

Topic 1.8

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

Topic 1.9

Steps to take when a chainsaw is not repairable, faulty or non-operational may include:

- Labelling of the chainsaw and removing from service
- Operator maintenance
- Arranging for repair of the chainsaw
- Other

Topic 1.10

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

Topic 1.11

Disposal of waste from maintenance activities may include:

- Use of designated waste/recycle bins

- Waste oils placed in approved containers for disposal
- Other

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

Learning outcome:

2. Carry out cross-cutting with a chainsaw

Topics:

- 2.1 Personal protective equipment, hazards, risks and emergency planning
- 2.2 Biosecurity and environmental considerations
- 2.3 Cross-cutting timber
- 2.4 Moving and stacking timber
- 2.5 Waste disposal
- 2.6 Working methods and considerations

Topic 2.1

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

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

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

Emergency procedures relevant to the work site

Safe working distance:

- five metres or twice the length of the longest product

Topic 2.2

Routine bio-security controls may include:

- Cross contamination
- Disinfection/ cleaning of equipment
- Cleaning/disposal of PPE
- Other

Environmental considerations me include:

- Fueling site
- Type of fuel/oil
- Use of battery powered saws
- Other

Topic 2.3

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

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

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

Tension is found:

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

Compression is found:

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

Procedure for removing a trapped saw removal may include:

- First switch off engine and/or apply chain brake
- Lever the timber to open the cut
- Drive a wedge into the closed kerf
- Withdraw the saw
- Use another saw to free the trapped saw cutting the timber at least 300mm (12") from the trapped saw
- Other

Methods of cross-cutting timber:

Timber under no tension or compression:

- Single cut through to sever timber
- Partially cut through timber turn timber and sever

Timber under tension and compression:

- Release compression in timber then cut through tension
- Bore cuts to initiate either tension or compression cuts

Timber under extreme tension/compression:

- Multiple tension cuts
- Multiple compression cuts

Timber above guidebar length:

- Use a larger saw/guide bar
- Use of reduction cut
- Cut from both sides

Crosscutting of timber to length should include:

- Ensuring appropriate safe working distances from both fuel and other operators is maintained

- Correct use of PPE
- Timber is in a safe and appropriate position
- Safe starting procedure adopted

Safe stance adopted including:

- Legs and feet are clear of the chain
- Chainsaw is stable/secure/supported during crosscutting
- Minimal risk of muscular/skeletal injury
- Bar aligned to maintain accuracy
- Head out of alignment with the bar and chain
- Use of throttle to cut safely and efficiently
- Cutting techniques employed to complete severance of timber
- Appropriate boring technique used if applicable
- Sequence of cuts undertaken to prevent saw becoming trapped
- Appropriate aids used for lifting, rolling or levering if applicable
- Accuracy of measurement within site specification and reasonable tolerances
- Tension and compression cuts should meet
- Chain brake used appropriately
- Saw switched off and left in safe position, bar cover replaced if appropriate

Appropriate boring cuts to sever timber.

Ergonomic working methods may be applied by:

- Providing work areas at a comfortable height to avoid stooping
- Operators working in a pattern to prevent unnecessary repetitive movements
- Attempting to replace manual labour with machinery use where possible
- Other

Topic 2.4

Moving timber safely may include the following techniques:

- Use of safe lifting techniques
- Moving timber within the operators personal lifting capacity
- Moving lightest to the heaviest
- Use of safe lifting techniques
- Dragging
- Rolling
- Aid tools
- Machine
- Other

Considerations for stacking timber may include:

- Extraction method
- Species
- Length/diameter
- Product specific
- Other

Uncontrolled timber movement may be avoided by:

- Ensuring manual stacking does not exceed one metre in height
- Using site features such as tree stumps to brace timber behind
- Avoiding stacking of timber on steep slopes or unsecured ground
- Appropriate signage
- Other

Stacking of timber should take into account:

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

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

Topic 2.5

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

Topic 2.6

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

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

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

City & Guilds Centre Manual

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance.

Our Quality Assurance Requirements

This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

Our Quality Assurance Requirements document encompasses the relevant regulatory requirements of the following documents, which apply to all UK centres working with City & Guilds:

- Ofqual's General Conditions of Recognition

The **centre homepage** section of the City & Guilds website also contains useful information on

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Useful contacts

UK learners

General qualification information

E:

learnersupport@cityandguilds.com

International learners

General qualification information

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

E: information@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

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City & Guilds Group

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

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