



# **Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Hedge and Verge Cutters (0014-36)**

July 2020 Version 1.1

**Qualification Handbook**

## Qualification at a glance

<b>Industry area</b>	Agriculture
<b>City &amp; Guilds number</b>	0014-36
<b>Age group</b>	16-19, 19+
<b>Entry requirements</b>	Centres must ensure that any pre-requisites stated in the <i>What is this qualification about?</i> section are met.
<b>Assessment</b>	<p>To gain this qualification, candidates must successfully achieve the following assessments:</p> <p>Practical assessment with oral questioning by a City &amp; Guilds NPTC approved Assessor. The Assessor can be the same individual who carried out the training or could be a different person. The Assessor <b>must</b> be approved and registered with City &amp; Guilds NPTC.</p> <p>The assessment must be a stand-alone process that is separate to the training, and <b>cannot</b> be spread out across the length of the training course i.e. the assessment is conducted at the end of the training course or on a separate day.</p>
<b>Grading</b>	Pass only
<b>Approvals</b>	Full centre approval Qualification approval
<b>Support materials</b>	If applicable
<b>Registration and certification</b>	Registration and certification of this qualification is through the Online Registration System via 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 the Safe Use of Tractor Mounted Cutters	11	14	0014-36	603/5342/9

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
1.0 February 2020	First version	
1.1 July 2020	Addition of certificate modules	1. Introduction

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# 1 Introduction

## Purpose statement

The following purpose is for the **Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Hedge and Verge Cutters (603/5342/9)**

Area	Description
OVERVIEW	
Who is this qualification for?	Individuals who operate tractor mounted hedge or verge cutting machinery as part of their work in agriculture, horticulture, forestry, landscaping, highway maintenance or other industries. It will provide the individual with the knowledge, understanding and skills required to prepare and operate tractor mounted hedge or verge cutters safely and to industry standards in line with current legislation.
What does this qualification cover?	Individuals can choose the type of machinery for assessment: tractor mounted hedge or verge cutter. The assessment covers pre-use checks and maintenance, identification of controls and instruments, and operating the machine to cut hedges or verges to the capacity of the machine.
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 safe operation of a tractor mounted hedge or verge cutter 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. However, achievement of this qualification does not replace any legal requirement to obtain a driving licence for operation on the highway.
Why choose this qualification over similar qualifications?	This is a specialist qualification demonstrating the individual is able to safely operate a tractor mounted hedge or verge cutter 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 other land-based machinery.

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## WHO SUPPORTS THIS QUALIFICATION?

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Employer/Higher Education Institutions	The National Farmers Union
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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.
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## Qualification structure

For the **Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Cutters (Hedge Cutters)** learners must be trained and assessed in the units listed below.

Unit number	Unit title	GLH
<b>Learners must achieve</b>		
219	Prepare a tractor for hedge/verge cutting operations	4
220	Prepare and operate a tractor mounted hedge cutter	7

For the **Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Cutters (Verge Cutters)** learners must be trained and assessed in the units listed below.

Unit number	Unit title	GLH
<b>Learners must achieve</b>		
219	Prepare a tractor for hedge/verge cutting operations	4
221	Prepare and operate a tractor mounted verge cutter	7

## Qualification Endorsement Certification Module numbers

Certification module number	Certification module title
926	Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Cutters (Hedge Cutters)
927	Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Cutters (Verge Cutters)

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## 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 0014-22/27 Level 2 Award in the Safe Use of Tractor Mounted Hedge and Verge Cutters, there is a Fast Track method of approval. Please email [qasupport@cityandguilds.com](mailto: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. They do not have to be independent, but can be, and can 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.

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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**

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+.

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### 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).

For this qualification, standards and rigorous quality assurance are maintained by the use of:

- internal quality assurance

In order to carry out the quality assurance role, Internal Quality Assurers (IQAs) must have and maintain an appropriate level of technical competence and have recent relevant assessment experience. For more information on the requirements, refer to *Section 2: Centre requirements* in this handbook.

To meet the quality assurance criteria for this qualification, the centre must ensure that the following procedures are followed:

- suitable training of staff involved in the assessment of the qualification to ensure they understand the process of marking and standardisation
- completion by the person responsible for internal standardisation of the Centre Declaration Sheet to confirm that internal standardisation has taken place
- the completion by candidates and supervisors/tutors of the record form for each candidate's work.

#### **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.
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## 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>**

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### **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.

## 4 Units



## Unit 219

# Prepare a tractor for hedge/verge cutting operations

<b>Level:</b>	2
<b>GLH</b>	4

### What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to prepare a tractor for hedge/ verge cutting operations safely and to industry standards.

### Learning outcomes

In this unit, learners will be able to

1. Know the requirements of risk assessment, legislation and safety when preparing a tractor for verge/ hedge cutting
2. Carry out pre-use checks and maintain a tractor for verge/ hedge cutting

## 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. Know the requirements of risk assessment, legislation and safety when preparing a tractor for verge/ hedge cutting**

## Topics:

- 1.1 Site specific hazard and risk assessment
- 1.2 Health and safety legislation
- 1.3 Legal and safety considerations when operating a tractor on or near a public highway
- 1.4 Personal protective clothing and equipment (PPE)
- 1.5 Safety issues when preparing and using tractors and hedge and verge cutters

### Topic 1.2

Hazards, associated risks and control measures relating to the site, task and machine:

- Vehicular traffic
- Flying debris
- Slopes
- Ground conditions
- Contact with moving parts
- Manual handling
- Overhead obstructions
- Surface obstructions/debris
- Hidden obstructions/ debris
- Road signs/street lamps
- People and/or animals
- Ditches/waterways
- Hot components
- Fuel and oil
- Bio hazards
- Dust/fungal spores

Site walk and verbal report:

- Evaluate risks
- Implement appropriate control measures
- Confirm that the condition of the site is acceptable
- Confirm who they would report to if the site condition is unsuitable

### Topic 1.2

Relevant pieces of health and safety legislation in relation to the preparation and use of the machine:

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- Health and Safety at Work Etc. Act (HASAWA):
  - Duties imposed on the employer/employee/others
- Provision and Use of Work Equipment Regulations (PUWER):
  - Machine must be suitable for the task
  - Machine must be properly maintained according to manufacturer's recommendations
- Management of Health and Safety at Work Regulations (MHSWR):
  - Risk assessments must be completed and communicated to all relevant persons
- Manual Handling Operations Regulations (MHOR):
  - Avoid manual handling where possible, use safe lifting techniques
- Control of Substances Hazardous to Health (COSHH):
  - fuel handling and protection from contaminants
- Personal Protective Equipment Regulations (PPE):
  - PPE must be provided, maintained and worn
- The Control of Noise at Work Regulations:
  - Hearing protection must be used over 85 decibels (dB)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR):
  - Certain categories of injuries must be reported
- Health & Safety (First Aid) Regulations:
  - Need for an accident book and knowledge of where it is kept
- The Control of Vibration at Work Regulations:
  - to reduce the risk to health from vibrations

### **Topic 1.3**

Legal and safety considerations relating to the use or movement on or near the public highway or other areas to which the public has access:

- Be road legal
- Appropriate vehicle tax/exemption
- Insurance cover
- Operator holds valid driving licence
- Have an orange flashing beacon when driven on unrestricted dual carriageways (other road types subject to individual risk assessment)
- Ensure safe speed appropriate to conditions
- Comply with relevant speed limits
- Four wheel drive mode disengaged (if applicable)
- Differential lock disengaged
- Independent brakes locked together (if applicable)

### **Topic 1.4**

PPE for tractor operations:

- Safety boots
  - Ear defenders
  - Dust mask
  - Head protection
  - Non-slag clothing
  - Face/eye protection
  - Hand protection
  - Any other protection highlighted in the risk assessment
-

### **Topic 1.5**

Precautions to be taken when attaching hedge and verge cutters:

- Do not enter danger zones (e.g. Between implement and tractor when attaching or removing)
- If using a remote linkage control the operator must not be in a position whereby injury may be caused by the tractor or implement
- Clear communication is established between driver and assistant

SAFE STOP procedure as defined by Health and Safety Executive (HSE).

## **Learning outcome:**

### **2. Carry out pre-use checks and maintain a tractor for verge/ hedge cutting**

#### **Topics:**

- 2.1 Function of all instruments and controls
- 2.2 Maintaining the efficiency of tractor and attachment performance
- 2.3 Safety checks to the tractor
- 2.4 Statutory guarding and safety requirements for PTO shafts

### **Topic 2.1**

Safely mounting and dismounting from tractor using hand and footholds provided (usually facing inwards)

All internal and external controls and instrumentation.

Information and warning symbols:

- Interpretation of information and warning symbols
- Interpretation of decals

### **Topic 2.2**

Measures that can be taken to ensure efficiency and economic fuel use:

- Ensure air filter is clean
- Effective use of engine speed control
- Appropriate gear selection
- Effective use of engine/transmission management systems (if applicable)
- Use differential lock to prevent wheel slip
- Ensure appropriate tyre pressures for the task
- Use of economy PTO mode

### **Topic 2.3**

Inspection of tractor prior to use to establish that it complies with statutory legislation and it is safe to use:

- Horn working
  - All lights working
  - Cab glass undamaged and clean,
  - Wipers in working order
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- Mirrors clean and undamaged
- Indicators clearly visible and undamaged
- Operator presence controls
- Wheel nuts tight and secure (visual check only)
- Tyre pressures (visual check only)
- Tyres free from excessive wear and damage
- Lubrication sites identified
- Absence/severity of oil leaks
- Battery isolation device working
- Tractor guarding – as appropriate for the task

Daily pre-use checks, referring to manual if required

Adjustments to ensure comfort and safety:

- Mirrors adjusted for clear view
- Steering wheel adjusted to suit operator
- Seat adjusted to suit operator
- Condition and function of seat-belt

Safe starting and stopping procedure:

- Controls in neutral
- Cold starting technique demonstrated or explained
- Engine started
- SAFE STOP procedures followed

Driving short distance to check safe operation of brakes and steering:

- All round observation before moving off
- Brakes checked by driving short distance on level, smooth ground and apply foot brake

## **Topic 2.4**

Statutory guarding requirements for PTO shafts:

- The PTO shaft is fully enclosed when attached
- The PTO shaft guard is secured to tractor and implement to prevent rotation

Factors to consider when using the PTO shaft:

- Tractor and PTO machine are compatible
- Correct speed stated for hedge/ verge cutter
- Correct overlap of sliding shaft and the guards
- Shaft is adequately lubricated
- Use of 'economy mode' explained
- Tractor stub shaft is fully enclosed when no implement is attached

Consequences of operating a PTO machine at incorrect speeds:

- Excess wear on implement
- Excess vibration in cab
- Increased risk of stones/debris being thrown up
- Implement may not achieve desired result

## Unit 220

## Prepare and operate a tractor mounted hedge cutter

<b>Level:</b>	2
<b>GLH</b>	7

### What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to operate a tractor mounted hedge cutter safely and to industry standards.

### Learning outcomes

In this unit, learners will be able to

1. Prepare and operate a tractor mounted hedge cutter

## 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. Prepare and operate a tractor mounted hedge cutter

#### Topics:

- 1.1 Hazards and obstacles in the immediate work area
- 1.2 Constraints affecting hedgerows/ maintenance of hedgerows
- 1.3 Adjustment requirements for different attachments and operations
- 1.4 Pre-use checks to the hedge cutter
- 1.5 Function of all instruments and controls
- 1.6 Safe operation of hedge cutter
- 1.7 Parking and securing the machine
- 1.8 How to clean the tractor and hedge cutter after use and the reasons for cleaning
- 1.9 Post-operational checks

#### Topic 1.1

Inspecting the site before work commences:

- Confirm the condition of the site as acceptable for the operation to take place
- Ongoing observation of hedge to identify hazards
- Report to the appropriate person if the site condition is unsuitable
- Ground conditions, sufficient to support machine, provide traction
- Condition of the vegetation or size of hedge
- Weather conditions

Ways to ensure safety of public and animals:

- Arrange for warning signs to be installed advising public of hazards (if appropriate)
- Exclude public/animals (if appropriate)

#### Topic 1.2

Constraints affecting hedgerows/ maintenance of hedgerows:

- Wildlife and Countryside Act (WCA): No cutting of hedges if bird nesting is in evidence.
- Highways act: requires that clear visibility is required on public highways

#### Topic 1.3

How the hedge cutter can be set up for operation and adjusted during operation if required:

- Compatibility of tractor and hedge cutter
  - Height/level in transport and working position
-

- Alterations using specific hydraulic controls
- Tractor forward speed
- PTO speed

#### **Topic 1.4**

All pre-use checks applicable to the as specified in the manual.

#### **Topic 1.5**

All internal and external controls and instrumentation applicable to the hedge cutter.

#### **Topic 1.6**

Cutting the sides and top of a hedge (minimum of 50m) to a given specification and around obstacles:

- Move the tractor to appropriate starting point for job on the site
- Removal of transport lock
- Follow procedure to start the machine safely
- Check quality of work after initial run and make adjustments as required
- Trim top and sides of hedge
- Trim up to obstacle
- Stop cutting unit
- Retract cutting head
- Drive past obstacle
- Reposition cutting head
- Re-start cutting unit and continue

#### **Topic 1.7**

Parking the machine in specified area:

- Transport lock engaged
- Move to appropriate site
- SAFE STOP procedure followed
- Dismount from the tractor safely using correct hand and footholds
- Lock cab (if applicable)
- Isolate battery (if applicable)

#### **Topic 1.8**

Reasons for regularly cleaning the tractor and hedge cutter:

- Prevents personal contamination
- Prevents corrosion
- Prevents soiling of roads
- Makes visual inspection for damage possible
- Facilitates maintenance and adjustments

Methods of cleaning the tractor and hedge cutter:

- A brush
- Compressed/blown air
- Water/pressure washer

PPE required for cleaning operations:

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- Eye/face protection
- Safety footwear
- Overall/coverall
- Hand protection
- Dust mask

### **Topic 1.9**

Reasons for inspecting the hedge cutter after use:

- Inspect for wear and damage
  - Faults can be identified prior to being used again
  - Could prevent another operator from using it if in a potentially dangerous condition
-

## Unit 221

## Prepare and operate a tractor mounted verge cutter

<b>Level:</b>	2
<b>GLH</b>	7

### What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to operate a tractor mounted verge cutter safely and to industry standards.

### Learning outcomes

In this unit, learners will be able to

1. Prepare and operate a tractor mounted verge cutter

## 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. Prepare and operate a tractor mounted verge cutter

#### Topics:

- 1.1 Hazards and obstacles in the immediate work area
- 1.2 Environmental/safety constraints affecting verge cutting operations
- 1.3 Adjustment requirements for different attachments and operations
- 1.4 Pre-use checks to the verge cutter
- 1.5 Function of all instruments and controls
- 1.6 Safe operation of verge cutter
- 1.7 Parking and securing the machine
- 1.8 How to clean the tractor and verge cutter after use and the reasons for cleaning
- 1.9 Post-operational checks

#### Topic 1.1

Inspecting the site before work commences:

- Confirm the condition of the site as acceptable for the operation to take place
- Ongoing observation of verge to identify hazards
- Report to the appropriate person if the site condition is unsuitable
- Ground conditions, sufficient to support machine, provide traction
- Condition of the vegetation or size of verge
- Weather conditions

Ways to ensure safety of public and animals:

- Arrange for warning signs to be installed advising public of hazards (if appropriate)
- Exclude public/animals (if appropriate)

#### Topic 1.2

Constraints affecting verge cutting operations:

- Wildlife and Countryside Act (WCA): No cutting of verges if bird nesting is in evidence.
- Highways act: requires that clear visibility is required on public highways

#### Topic 1.3

How the verge cutter can be set up for operation and adjusted during operation if required:

- Compatibility of tractor and hedge cutter
  - Height/level in transport and working position
-

- Alterations using specific hydraulic controls
- Tractor forward speed
- PTO speed

#### **Topic 1.4**

All pre-use checks applicable to the as specified in the manual.

#### **Topic 1.5**

All internal and external controls and instrumentation applicable to the verge cutter.

#### **Topic 1.6**

Cutting a verge (minimum of 50 metres) to a given specification and around obstacles:

- Move the tractor to appropriate starting point for job on the site
- Removal of transport lock
- Follow procedure to start the machine safely
- Check quality of work after initial run and make adjustments as required
- Trim up to obstacle
- Stop cutting unit
- Retract cutting head
- Drive past obstacle
- Reposition cutting head
- Re-start cutting unit and continue

#### **Topic 1.7**

Parking the machine in specified area:

- Transport lock engaged
- Move to appropriate site
- SAFE STOP procedure followed
- Dismount from the tractor safely using correct hand and footholds
- Lock cab (if applicable)
- Isolate battery (if applicable)

#### **Topic 1.8**

Reasons for regularly cleaning the tractor and verge cutter:

- Prevents personal contamination
- Prevents corrosion
- Prevents soiling of roads
- Makes visual inspection for damage possible
- Facilitates maintenance and adjustments

Methods of cleaning the tractor and verge cutter:

- A brush
- Compressed/blown air
- Water/pressure washer

PPE required for cleaning operations:

- Eye/face protection
-

- Safety footwear
- Overall/coverall
- Hand protection
- Dust mask

### **Topic 1.9**

Reasons for inspecting the verge cutter after use:

- Inspect for wear and damage
  - Faults can be identified prior to being used again
  - Could prevent another operator from using it if in a potentially dangerous condition
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## 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](http://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
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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.
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## Useful contacts

### UK learners

General qualification information

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E:

[learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

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### International learners

General qualification information

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E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)

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### Centres

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

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E: [information@cityandguilds.com](mailto:information@cityandguilds.com)

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### 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

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E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)

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### International awards

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

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E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)

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### Walled Garden

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

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E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: [business@cityandguilds.com](mailto:business@cityandguilds.com)

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## 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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