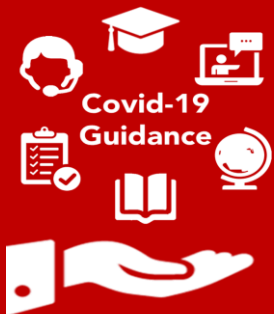


2021 - 2022 Adaptations Building Services Industry

For the period of:
September 2021 – August 2022





Version history

Version	Amendment type	Section/Qualification
1.0 (September 2021)	Document created and published	All
1.1 (December 2021)	Link to new 'Remote Assessment Centre Guide' added	Throughout



Introduction

Over the past two years, since the Covid-19 pandemic began, City & Guilds has worked in consultation with regulators and other awarding organisations/bodies, implementing adaptations to normal assessment delivery procedures to ensure that learners were still able to receive valid and reliable results for assessments attempted in this period.

The government's intention is that assessments for Vocational and Technical Qualifications go ahead for the 2021/22 academic year. It is recognised that learners who will be taking assessments will have had significant disruption to their teaching and learning and they may need continued support in the face of any further disruption. Centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials. However, where this is not possible City & Guilds is permitted, under Ofqual's Vocational and technical qualifications contingency regulatory framework ([VCRE](#)) to devise adaptations that mitigate disruption caused by the pandemic to teaching, learning and assessment for learners.

This document sets out the most up-to-date qualification specific adaptations available and the conditions for their adoption. It provides details of what adaptations can be used to provide centres and learners with flexibility to support the delivery of assessment during these challenging times. It has been designed to complement the **City & Guilds Qualification assessment adaptation guidance** document which can be found on City & Guilds COVID-19 webpages.

What is adaptation?

Adaptations should only apply if a learner(s) is not able to be assessed in the way the assessment design intended. The adaptations are in relation to the conditions and controls for assessments, the delivery of the assessments, or in some instances the assessment methodology. This document specifies the adaptations that are permitted and the qualifications and assessments to which they apply. Where an adaptation is permitted it is indicated by ✓ and where there is no adaptation permitted or needed it is indicated by ✕.

Some adaptations that were in place during the 2020/21 academic year may have changed or been removed this academic year. These include the removal of:

- “test-at-home” interim solution for e-volve remote assessment for the 2020-21 academic year which is no longer available. For more information regarding Remote Invigilation, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation
- use of alternative evidence for an externally assessed e-volve test
- use of alternative evidence for a practical skills assessment.

Centres are not permitted to make any further adaptation to the assessments beyond what is set out in this document.

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0986/X	2000-01	Level 1 Certificate in Access to Building Services Engineering
600/0989/5	2000-02	Level 2 Diploma in Access to Building Services Engineering

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	102 / 103 / 104 201 / 202 / 203 / 204	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	Health & Safety 101	×
	105 / 106 / 107 / 108	×

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
500/5730/3	2079-11	Level 2 Award in F-Gas and ODS Regulations: Category I
500/5732/7	2079-13	Level 2 Award in F-Gas and ODS Regulations: Category III
500/5729/7	2079-14	Level 2 Award in F-Gas and ODS Regulations: Category IV

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	101 / 301 / 401	✓ Remote invigilation only

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/2232/0	2357-13 / 34 / 44 / 46 / 91	Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	602 / 603 / 604 / 609 / (705/725)	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	018 / 102 / 107 / 301 / 305 / 309	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	601 / 606 / 607 / 608	×
Assessments for occupational competency. Portfolio of evidence.	311 / 312 / 313 / 315 / 316 / 317 / 318	✓ Remote assessment
Externally assessed AM2. Refer to the NET latest news for centres that are open.	399	×

Please see information over the page about the specific permitted adaptation for each assessment method

**For centre marked written-response questions/tests:**

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning. The test content should be used as a basis for the questioning, where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced or the questions can be rephrased around the image.

Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

For e-volve tests:

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For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5498/0	2365-02	Level 2 Diploma in Electrical Installations (Buildings and Structures)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	202 / 203 / 210 / 501 / 601 / 602	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	201 / 204 / 211	×

For e-volve tests:

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5499/2	2365-03	Level 3 Diploma in Electrical Installations (Buildings and Structures)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	308 / 612 / 615	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	301 / 501 / 601 / 623 / 624 / 625	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	201 / 211 / 613 / 614	×

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Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.



For e-volve tests:

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/6790/8	2377-77	Level 3 Award in the In-Service Inspection and Testing of Electrical Equipment

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	701	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	702	×

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
603/3319/4	2382-18 / 28 / 38	Level 3 Award in the Requirements for Electrical Installations BS 7671: 2018

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	602	✓ Remote invigilation only

For e-volve tests:

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**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/4282/5	2399-01	Level 3 Award in the Fundamental Principles and Requirements of Environmental Technology Systems

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201	✓ Remote invigilation only

For e-volve tests:

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/6299/5	5357-03 / 93	Level 3 Electrotechnical Qualification

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	103 / 104 / 105	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	001 / 003 / 004 / 012 / 014 / 018 / 303 / 505	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	101 / 107 / 112 / 114	×
Assessments for occupational competency. Portfolio of evidence.	102 / 106 / 108 / 109 / 110 / 113 / 115	✓ Remote assessment

Please see information below and over the page about the specific permitted adaptation for each assessment method

For centre marked written-response questions/tests:

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Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

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Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

For e-volve tests:

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For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/7756/6	2919-01	Level 3 Award in Domestic, Commercial and Industrial Electric Vehicle Charging Equipment Installation
600/7374/3	2919-02	Level 3 Award in Domestic Electric Vehicle Charging Equipment Installation

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	601 / 602	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	301 / 302	×

For e-volve tests:

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0894/5	6014-04	Level 3 Diploma in Gas Utilisation: Core Skills and Knowledge
601/6533/9	6014-55	Level 3 Diploma in Gas Utilisation

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	218 / 219 / 220 / 221 / 277 / 331	✓ Remote assessment
Gas Safety aligned units. Note: performance portfolio element of units can be adapted as below guidance.	301 / 302 / 303 / 304 / 305 / 308 / 310 / 311 / 312 / 313 / 315 / 317	×
Assessments for knowledge and understanding alone. Externally marked e-volve test.	207 / 328 / 329	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	330	×
Assessments for occupational competency. Portfolio of evidence.	201 / 322	✓ Remote assessment

Please see information over the page about the specific permitted adaptation for each assessment method

**For centre marked written-response questions/tests:**

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Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

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For e-volve tests:

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For portfolio of evidence assessing competency:

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- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5500/5	6035-02	Level 2 Diploma in Plumbing Studies

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	203 / 210 / 501 / 502 / 504 / 505 / 506 / 508 / 509	✓ Remote invigilation only
Assessments for practical skills.	204 / 205 / 206	✓
Centre marked assignment with majority practical.	201 / 202 / 207 / 208 / 209	×

Please see information below and over the page about the specific permitted adaptation for each assessment method

For e-volve tests:

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For specified practical assessments:

For practical skills in the specified assignments, streamlining within the assessment to allow evidence generated from other related tasks to be used to contribute towards the marking/grading of the task(s), provided

- the evidence is sufficient, relevant and authenticated.
- there is trusted documented evidence of the observation and there is confidence that the learners would not pose any risk to the health and safety of either themselves or others.



Evidence from other related tasks may be utilised for:

‘Plumbing’ (Assessment: 204)

Task	Description	Examples of related tasks
P 1	Clipping and drilling	Evidence from tasks B 1 to B 5
P 2	Tool identification	Evidence from tasks B 1 to B 5
P 3	Joist notching	n/a
P 4	Fitting identification	Evidence from task P 13
P 5	Copper tube bending 1	Evidence from task P 13
P 6	Copper tube bending 2	Evidence from task P 13
P 7	LCS pipe bending	Evidence from task P 13
P 8	Copper frame	Evidence from task P 13
P 9	LCS frame	Evidence from task P 13
P 10	Plastic frame	Evidence from task P 13
P 11	Waste pipe frame	Evidence from task DR 2
P 12	Combined frame 1	Evidence from task P 13
P 13	Combined frame 2	n/a

‘Cloakroom’ (Assessments: 205 and 206)

Task	Description	Examples of related tasks
CR 1	Cold/hot water cloakroom layout	Evidence from task (C 1 / C 2) or (B 1 / B 2)
CR 2	Cold/hot water cloakroom installation	Evidence from task (C 1 / C 2) or (B 1 / B 2)

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5497/9	6035-03	Level 3 Diploma in Plumbing Studies

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	302 / 308	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	301 / 309 / 501 / 603 / 604 / 606	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	201 / 303 / 304 / 305 / 306	×

Please see information below and over the page about the specific permitted adaptation for each assessment method

For centre marked written-response questions/tests:

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Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

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Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.



For e-volve tests:

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1188/5	6090-20	Level 2 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	204 / 501 / 502	✓ Remote invigilation only
Assessment tasks for knowledge (eg centre marked question paper).	201 / 205 / 206 / 207	✓ Remote assessment
Assessment tasks for practical skills .		×

Please see information below about the specific permitted adaptation for each assessment method

For e-volve tests:

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For centre marked multiple choice tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners' own.

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Oral questioning is not permitted for multiple-choice tests, due to the potential to disadvantage learners.

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1190/3	6090-30	Level 3 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	501	✓ Remote invigilation only
Assessment tasks for knowledge (eg centre marked question paper).	201 / 301 / 302 / 303 / 304 / 305	✓ Remote assessment
Assessment tasks for practical skills .		×

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Oral questioning is not permitted for multiple-choice tests, due to the potential to disadvantage learners.

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0912/3	6187-01	Level 2 NVQ Diploma in Installing, Testing and Maintaining Air Conditioning and Heat Pump Systems
600/0913/5	6187-02	Level 2 NVQ Diploma in Installing and Maintaining Refrigeration Systems

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201 / 202 / 203 / 204 / 210 / 228 / 230 / 233 / 302	✓ Remote invigilation only
Assessment tasks for knowledge (eg centre marked question paper).	501 / 528 / 530 / 602	✓ Remote assessment
Assessment tasks for practical skills .	501 / 528 / 530 / 602	×
Assessments for occupational competency. Portfolio of evidence.	211 / 219 / 234	✓ Remote assessment

Please see information below and over the page about the specific permitted adaptation for each assessment method

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0909/3	6187-04 / 93	Level 3 NVQ Certificate in Servicing and Maintaining Air Conditioning and Heat Pump Systems
600/0991/3	6187-06 / 93	Level 3 NVQ Diploma in Servicing and Maintaining Refrigeration Systems
600/3026/4	6187-31	Level 3 Certificate in Carbon Dioxide (CO2) Refrigeration Systems Service and Maintenance

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	312 / 313 / 316 / 318 / 319 / 320 / 321	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	302 / 303 / 306 / 309 / 330	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	323 / 602 / 630	×
Assessments for occupational competency. Portfolio of evidence.	307 / 311 / 314 / 315 / 322 / 324 / 325	✓ Remote assessment

Please see information over the page about the specific permitted adaptation for each assessment method



For centre marked written-response questions/tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning. The test content should be used as a basis for the questioning, where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced or the questions can be rephrased around the image.

Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1806/9	6188-20 / 51 / 90	Level 2 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	205 (Papers 1+2) (Paper) / 208 / 209 / 223 / 224 / 228 / 229 / 208 / 209 /	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201 / 202 / 203 / 204	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	001 / 205	×
Assessments for occupational competency. Portfolio of evidence.	210 / 211 / 219 / 230	✓ Remote assessment

Please see information below and over the page about the specific permitted adaptation for each assessment method

For centre marked multiple choice tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners' own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Oral questioning is not permitted for multiple-choice tests, due to the potential to disadvantage learners.

For e-volve tests:

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For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1009/5	6188-30 / 61 / 90	Level 3 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	303 / 304 / 305 / 306 / 307 / 309 / 311 / 313	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	301	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	302	×
Assessments for occupational competency. Portfolio of evidence.	308 / 310 / 312 / 314	✓ Remote assessment

Please see information below and over the page about the specific permitted adaptation for each assessment method

For centre marked multiple choice tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners' own.

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Oral questioning is not permitted for multiple-choice tests, due to the potential to disadvantage learners.

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>



For portfolio of evidence assessing competency:

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/1981/3	6189-11 / 57 / 74 / 90	Level 2 NVQ Diploma in Plumbing and Heating
501/2102/9	6189-21 / 58 / 75 / 91	Level 2 NVQ Diploma in Installing and Maintaining Domestic Heating Systems

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	001 / 002 / 003 / 004 / 005 / 006 / 007 / 008 / 009 / 010	✓ Remote invigilation only
Assessments for practical skills.	201 / 205 / 206 / 207	✓
Centre marked assignment with majority practical.	208 / 209 / 210	×
Assessments for occupational competency. Portfolio of evidence	019 / 020 / 022	✓ Remote assessment

Please see information below and over the pages about the specific permitted adaptation for each assessment method

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

For specified practical assessments:

For practical skills in the specified assignments, streamlining within the assessment to allow evidence generated from other related tasks to be used to contribute towards the marking/grading of the task(s), provided

- the evidence is sufficient, relevant and authenticated.
- there is trusted documented evidence of the observation and there is confidence that the learners would not pose any risk to the health and safety of either themselves or others.



Evidence from other related tasks may be utilised for:

‘Plumbing’

Task	Description	Examples of related tasks
P 1	Clipping and drilling	Evidence from tasks B 1 to B 5
P 2	Tool identification	Evidence from tasks B 1 to B 5
P 3	Joist notching	n/a
P 4	Fitting identification	Evidence from task P 13
P 5	Copper tube bending 1	Evidence from task P 13
P 6	Copper tube bending 2	Evidence from task P 13
P 7	LCS pipe bending	Evidence from task P 13
P 8	Copper frame	Evidence from task P 13
P 9	LCS frame	Evidence from task P 13
P 10	Plastic frame	Evidence from task P 13
P 11	Waste pipe frame	Evidence from task DR 2
P 12	Combined frame 1	Evidence from task P 13
P 13	Combined frame 2	n/a

‘Cloakroom’

Task	Description	Examples of related tasks
CR 1	Cold/hot water cloakroom layout	Evidence from task (C 1 / C 2) or (B 1 / B 2)
CR 2	Cold/hot water cloakroom installation	Evidence from task (C 1 / C 2) or (B 1 / B 2)

For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed our ‘Remote Assessment Centre Guide’ document available from the ‘Quality Assurance’ tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library



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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1122/1	6189-01/31/71/92	Level 3 NVQ Diploma in Domestic Plumbing and Heating
600/1134/8	6189-03/33/73/92	Level 3 NVQ Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Gas Safety aligned units Note: performance portfolio element of units can be adapted as below guidance	212 / 337 / 338 / 339 / 340 / 341 / 342 / 343	×
Assessments for knowledge and understanding alone. Externally marked e-volve test.	012 / 023 / 024 / 025 / 026 / 107 / 301 / 307 / 309 / 314 / 315 / 318 / 322 / 323 / 324 / 325 / 327 / 330 / 332 / 335 / 336	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	302 / 303 / 304 / 337 / 344	✓ Design assignment part only
	302 / 303 / 304 / 305 / 320 / 321 / 326 / 328 / 329 / 331 / 333 / 334 / 344	×
Assessments for occupational competency. Portfolio of evidence	306 / 308 / 310 / 311 / 312 / 313 / 316 / 317 / 319 / 345	✓ Remote assessment

Please see information over the page about the specific permitted adaptation for each assessment method



For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

For design assignment (covering 302 / 303 / 304 / 337 / 344):

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintains the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learner's own.

Mark schemes/Marking guidance and grade boundaries should still be used to mark the assessment.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
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- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1590/8	6288-21 / 92	Level 2 Heating and Ventilating Installer Qualification (Industrial and Commercial)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	203	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201 / 202 / 501	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	208	×
Assessments for occupational competency. Portfolio of evidence.	209	✓ Remote assessment

Please see information below and over the page about the specific permitted adaptation for each assessment method

For centre marked written-response questions/tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning. The test content should be used as a basis for the questioning, where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced or the questions can be rephrased around the image.



Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation

For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

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- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/2488/0	6288-31/93	Level 3 Heating and Ventilating Craftsperson Qualification (Industrial and Commercial)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	203	✓ Remote assessment
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201 / 202 / 302 / 303 / 307 / 308	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	301 / 304 / 305 / 311 / 312 / 313 / 314	×
Assessments for occupational competency. Portfolio of evidence.	209 / 306	✓ Remote assessment

Please see information below and over the page about the specific permitted adaptation for each assessment method

For centre marked written-response questions/tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

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Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

For e-volve tests:

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For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

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- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/6036/0	7189-02	Level 2 Diploma in Refrigeration, Air Conditioning and Heat Pump Systems

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	202 / 203 / 204 / 209 / 210 / 501	✓ Remote invigilation only
Assessment tasks for knowledge (eg centre marked question paper).	201 / 205 / 206 / 207 / 501 / 509	✓ Remote assessment
Assessment tasks for practical skills.	201 / 205 / 206 / 207 / 501 / 509	×

Please see information below and over the page about the specific permitted adaptation for each assessment method

For e-volve tests:

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For centre marked written-response questions/tests:

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Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

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Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/0087/4	7202-01	Level 1 Diploma in Plumbing Studies
600/9790/5	7202-01	Level 1 Diploma in Electrical Installation

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	101 / 103	✓ Remote assessment
Assessments for practical skills. Centre marked assignment with majority practical.	102 / 104 / 105 / 106 / 107 / 108 / 109 / 110 / 111 / 112 / 113	×

For centre marked multiple choice tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners' own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Oral questioning is not permitted for multiple-choice tests, due to the potential to disadvantage learners.

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/3085/5	9074-03/93	Level 3 Diploma in Gas Engineering

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	015 (Task A) / 016 (Task A) / 017 / 018	✓ Remote assessment
Gas Safe aligned assessments.	Gas ISA/QP: 020 / 021 / 022 / 023 / 024	×
Assessments for knowledge and understanding alone. Externally marked e-volve test.	001	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	015 / 016	×
Assessments for occupational competency. Portfolio of evidence.	030	✓ Remote assessment

Please see information below and on the next page about the specific permitted adaptation for each assessment method

For centre marked written-response questions/tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

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For e-volve tests:

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For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

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Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/4146/4	9189-03 to 07 9189-93 to 97	Level 3 Diploma in Plumbing and Domestic Heating

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	001 / 011 / 021 / 031 / 041	✓ Remote invigilation only
Assessments for practical skills. Centre marked assignment with majority practical.	012 / 022 / 032 / 042	×
Assessments for occupational competency. Portfolio of evidence.	002 / 043 / 052 / 062 / 072	✓ Remote assessment
Industry competency assessments.	Gas: 051 (OFTEC) 861 (HETAS) 871	×

Please see information below and on the next page about the specific permitted adaptation for each assessment method

For e-volve tests:

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For portfolio of evidence assessing competency:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers



- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library



Appendix A

List of qualifications where adaptation of assessments is permitted

Please see relevant qualification section for specific permitted adaptations

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0986/X	2000-01	City & Guilds Level 1 Certificate in Access to Building Services Engineering
600/0989/5	2000-02	City & Guilds Level 2 Diploma in Access to Building Services Engineering
500/5730/3	2079-11	City & Guilds Level 2 Award in F-Gas and ODS Regulations: Category I
500/5732/7	2079-13	City & Guilds Level 2 Award in F-Gas and ODS Regulations: Category III
500/5729/7	2079-14	City & Guilds Level 2 Award in F-Gas and ODS Regulations: Category IV
501/2232/0	2357-13/34/44/46/91	City & Guilds Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment)
600/5498/0	2365-02	City & Guilds Level 2 Diploma in Electrical Installations (Buildings and Structures)
600/5499/2	2365-03	City & Guilds Level 3 Diploma in Electrical Installations (Buildings and Structures)
603/6790/8	2377-77	City & Guilds Level 3 Award in the In-Service Inspection and Testing of Electrical Equipment
603/3319/4	2382-18/28/38	City & Guilds Level 3 Award in the Requirements for Electrical Installations BS 7671:2018
600/4282/5	2399-01	City & Guilds Level 3 Award in The Fundamental Principles and Requirements of Environmental Technology Systems
600/7756/6	2919-01	City & Guilds Level 3 Award in Domestic, Commercial and Industrial Electric Vehicle Charging Equipment Installation
600/7374/3	2919-02	City & Guilds Level 3 Award in Domestic Electric Vehicle Charging Equipment Installation
601/6299/5	5357-03/93	City & Guilds Level 3 Electrotechnical Qualification
600/0894/5	6014-04	City & Guilds Level 3 Diploma in Gas Utilisation: Core Skills and Knowledge

601/6533/9	6014-55	City & Guilds Level 3 Diploma in Gas Utilisation
600/5500/5	6035-02	City & Guilds Level 2 Diploma in Plumbing Studies
600/5497/9	6035-03	City & Guilds Level 3 Diploma in Plumbing Studies
603/1188/5	6090-20	City & Guilds Level 2 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems
603/1190/3	6090-30	City & Guilds Level 3 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems
600/0912/3	6187-01/51/92	City & Guilds Level 2 NVQ Diploma in Installing, Testing and Maintaining Air Conditioning and Heat Pump Systems
600/0913/5	6187-02/51/92	City & Guilds Level 2 NVQ Diploma in Installing and Maintaining Refrigeration Systems
600/0909/3	6187-04/93	City & Guilds Level 3 NVQ Certificate in Servicing and Maintaining Air Conditioning and Heat Pump Systems
600/0991/3	6187-06/93	City & Guilds Level 3 NVQ Diploma in Servicing and Maintaining Refrigeration Systems
600/3026/4	6187-31	City & Guilds Level 3 Certificate in Carbon Dioxide (CO ₂) Refrigeration Systems Service and Maintenance
600/1806/9	6188-20/51/90	City & Guilds Level 2 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation
600/1009/5	6188-30/61/90	City & Guilds Level 3 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation
600/1122/1	6189-01/31/71/92	City & Guilds Level 3 NVQ Diploma in Domestic Plumbing and Heating
600/1134/8	6189-03/33/73/92	City & Guilds Level 3 NVQ Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances)
501/1981/3	6189-11/57/74/90	City & Guilds Level 2 NVQ Diploma in Plumbing and Heating
501/2102/9	6189-21/58/75/91	City & Guilds Level 2 NVQ Diploma in Installing and Maintaining Domestic Heating Systems
603/1590/8	6288-21/92	City & Guilds Level 2 Heating and Ventilating Installer Qualification (Industrial and Commercial)
603/2488/0	6288-31/93	Level 3 Heating and Ventilating Craftsperson Qualification (Industrial and Commercial)

600/6036/0	7189-02	City & Guilds Level 2 Diploma in Refrigeration, Air Conditioning and Heat Pump Systems
601/0087/4	7202-01	City & Guilds Level 1 Diploma in Plumbing Studies
600/9790/5	7202-01	City & Guilds Level 1 Diploma in Electrical Installation
603/3085/5	9074-03/93	City & Guilds Level 3 Diploma in Gas Engineering
603/4146/4	9189-03 to 07 9189-93 to 97	City & Guilds Level 3 Diploma in Plumbing and Domestic Heating

Appendix B

List of qualifications where no adaptations are permitted

QAN	City & Guilds qualification number	City & Guilds qualification title
600/3597/3	2377-22	City & Guilds Level 3 Award in the In-Service Inspections and Testing of Electrical Equipment (PAT)
600/3528/6	2377-32	City & Guilds Level 3 Award in the Management Requirements for the Maintenance of Electrical Equipment
603/1241/5	2391-50	City & Guilds Level 3 Award in Initial Verification of Electrical Installations
603/1273/7	2391-51	City & Guilds Level 3 Award in Periodic Inspection and Testing of Electrical Installations
603/1275/0	2391-52	City & Guilds Level 3 Award in Initial and Periodic Inspection and Testing of Electrical Installations
500/3516/2	2392-10	City & Guilds Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification
600/3785/4	2394-71	City & Guilds Level 3 Award in the Initial Verification and Certification of Electrical Installations
600/3722/2	2396-01	City & Guilds Level 4 Award in the Design and Verification of Electrical Installations
600/6159/5	3345-30	City & Guilds Level 3 Award in The Installation, Commissioning and Safety Aspects of Hot



		Water Systems for Domestic Use in Accordance with UK Building Regulations
600/0922/6	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers and Leisure
600/0910/X	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating
600/0917/2	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating
600/0918/4	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Water Heating and Wet Central Heating
600/0920/2	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating
600/3029/X	6187-21	City & Guilds Level 2 Award in Hydrocarbon Refrigeration, Air Conditioning and Heat Pump System Installation, Servicing and Maintenance
600/3030/6	6187-21	City & Guilds Level 2 Award in Brazing Techniques for Refrigeration, Air Conditioning and Heat Pump Systems
600/3028/8	6187-31	City & Guilds Level 3 Award in Hydrocarbon Refrigeration, Air Conditioning and Heat Pump System Design, Commissioning, Servicing and Maintenance
600/0143/4	6188-22	City & Guilds Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment
600/1008/3	6188-32	City & Guilds Level 3 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Systems
601/7885/1	9673-02	City & Guilds Level 2 Diploma in Property Maintenance (OQ)

Further advice and guidance

For all queries relating to this guidance and arrangements, contact the Customer Support Team at City & Guilds, who are available Monday to Friday 8am to 6pm excluding UK public holidays.



centresupport@cityandguilds.com



0844 543 0000

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For specific queries, including those in relation to quality assurance, please contact your allocated quality team via email or on 0300 303 53 52.

Related documents, Ofqual guidance and updates can be found on our website here:

www.cityandguilds.com/covid-19

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