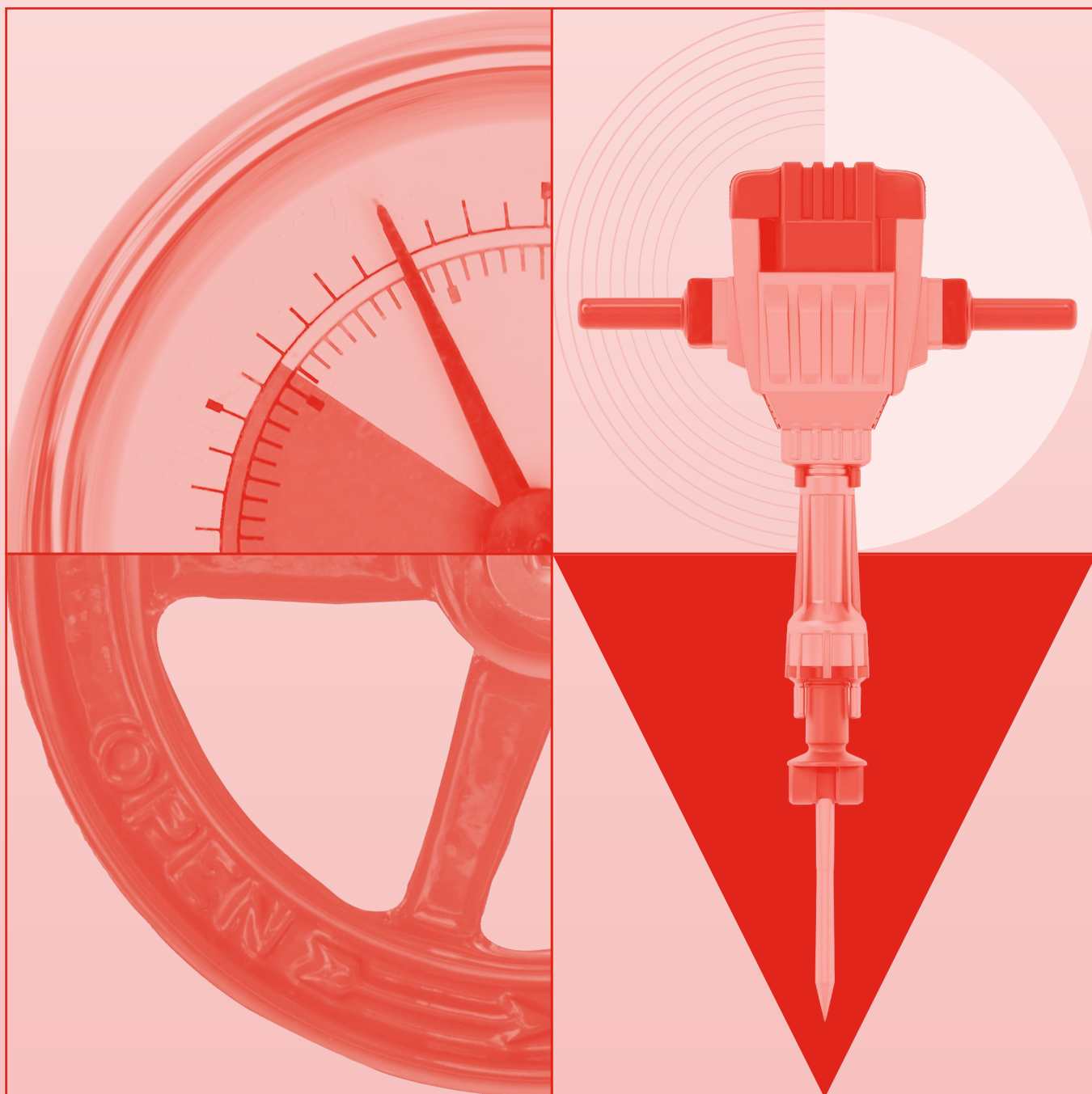


Connecting futures through skills

A guide to CPD and qualifications for the utilities industry





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Introduction

Explore training and skills development opportunities to build successful careers in areas from confined spaces and streetworks to winter services and beyond.

The utilities sector is the foundation of national infrastructure, keeping homes, businesses, and public services connected. As the demand increases for skilled workers, regulatory compliance, and sustainable practices, the sector offers a wide range of career opportunities and plays a vital role in the country's transition to a low-carbon economy.

With our market-leading qualifications, learners gain the practical expertise and competency cards needed for safety-critical roles, while supporting training providers the flexibility to deliver up-to-date, industry-relevant training that meets regulatory standards and employer expectations.

Drawing over a decade of experience in the sector, City & Guilds provides more than qualifications, we offer a partnership built on trust, expertise, and support.

To ensure that you and your learners have the best experience, by choosing City & Guilds you gain access to:

- A vast library of qualification materials and resources
- Support from our team of expert account managers, technical advisors and responsive customer service team
- Guidance on course planning, delivery and quality assurance

We're building a skilled workforce ready to shape the future of UK infrastructure, connecting people to careers and infrastructure to innovation through skills.





Qualifications

Our flexible, industry-recognised qualifications help ensure learners meet the latest safety and compliance standards while gaining the practical expertise needed to excel in critical utilities roles.

Explore our qualifications designed to support a diverse range of career choices across gas, water, electricity, streetworks, confined spaces, and winter service operations, providing the competency cards and licences to practise required across much of this sector.

Confined spaces

Including excavation support systems and working at height qualifications City & Guilds confined spaces qualifications are designed for individuals who enter, supervise, or manage work in confined spaces across various industries. These short-course, single-unit qualifications are aligned with the latest National Occupational Standards developed by Energy & Utility Skills, ensuring they meet current industry expectations.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Confined spaces			
Level 2 Award in Working in Low Risk Confined Spaces (6160-01)	603/7272/2	8	England, Wales, NI
Level 2 Award in Working in Medium Risk Confined Spaces (6160-02)	603/7273/4	16	England, Wales, NI
Level 2 Award in Working in High Risk Confined Spaces (6160-03)	603/7274/6	24	England, Wales, NI
Level 2 Award in Entrant and Entry Controller for Confined Spaces (Medium Risk) (6160-09)	610/0731/6	16	England, Wales, NI
Level 3 Award in Control Entry and Arrangements for Confined Spaces (High Risk) (6160-04)	603/7275/8	24	England, Wales, NI
Level 3 Award in Supervising Teams Undertaking Work in Confined Spaces (6160-05)	603/7276/X	14	England, Wales, NI
Level 3 Award in Direct Emergency Rescue and Recovery of Casualties from Confined Spaces (6160-07)	603/7278/3	8	England, Wales, NI
Level 3 Award in Working as a Member of a Rescue and Recovery Team in Confined Spaces (6160-08)	603/7279/5	24	England, Wales, NI
Level 4 Award in Plan, Manage and Review Legislative and Safety Compliance for Work in Confined Spaces (6160-06)	603/7277/1	47	England, Wales, NI



Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Excavation support systems			
Level 2 Award in Install and Remove Mechanical Support Systems for Excavations (6146-21)	600/6495/X	10	England, Wales, NI
Level 2 Award in Install and Remove Sheet Piling Support Systems for Excavations (6146-21)	600/6567/9	10	England, Wales, NI
Level 2 Award in Install and Remove Board And Skeleton Support Systems for Excavations (6146-21)	600/6587/4	10	England, Wales, NI
Level 2 Award in Install And Remove Support Systems for Medium Excavations (6146-21)	600/6588/6	10	England, Wales, NI
Working at height			
Level 3 Award in Understanding Planning, Supervising and Managing Working at Height (6144-31)	600/6823/1	16	England, Wales, NI

[View our confined spaces qualifications on our website](#)





Streetworks

Streetworks are designed for individuals involved in carrying out or supervising works on the highway.

These qualifications provide a recognised route to initial assessment or reassessment on the Streetworks Qualifications Register (SWQR), as required under the New Roads and Street Works Act 1991. With re-registration needed every five years, they offer a vital pathway for maintaining compliance and continuing professional development in this safety-critical area.

Qualifications

Qualification	Available for delivery in
Initial assessment: 6167-01 is suitable for operatives and supervisors working on UK highways who require registration on the Street Works Qualifications Register (SWQR), or whose existing registration has lapsed for more than five years.	
Streetworks Excavation and Reinstatement (6167-01)	England, Wales, Scotland, NI
Reassessment: 6167-03 to -18 re-assessments are suitable for operatives and supervisors who work on highways in England and Scotland are already registered on the SWQR and need to renew their registration.	
Reassessed Streetworks Excavation and Reinstatement: Reassessed Location and Avoidance of Underground Apparatus (6167-03)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Signing, Lighting and Guarding (6167-04)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Excavation in the Highway (6167-05)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement and Compaction of Backfill Materials (6167-06)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement of Sub-Base and Base in Non-Bituminous Materials (6167-07)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement in Cold-Lay Bituminous Materials (6167-08)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement in Hot-Lay Bituminous Materials (6167-09)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement of Concrete Slabs (6167-10)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement of Modular Surfaces and Concrete Footways (6167-11)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Signing, Lighting and Guarding (6167-12)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Excavation in the Highway (6167-13)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement and Compaction of Backfill Materials (6167-14)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement of Sub-Base and Base in Non-Bituminous Materials (6167-15)	England, Wales, Scotland, NI



Qualification	Available for delivery in
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement in Bituminous Materials (6167-16)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement of Concrete Slabs (6167-17)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement of Modular Surfaces and Concrete Footways (6167-18)	England, Wales, Scotland, NI

[View our streetworks qualifications on our website](#)





Tunnel entry

The tunnel entry qualification has been developed in line with the National Occupational Standards for medium-risk confined spaces, specifically tailored for Tunnel Entry and Emergency Procedures. Created in collaboration with industry experts, this qualification is widely recognised as a prerequisite for anyone entering a tunnel and is typically refreshed on a three-year cycle.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 2 Award in Tunnel Entry and Associated Emergency Procedures (6151-02)	603/7485/8	360	England, Wales, NI

[View our tunnel entry qualifications on our website](#)





Gas

The City & Guilds industry-recognised gas qualifications have been designed to help learners develop the expertise needed to work safely and efficiently in the gas industry, meeting all regulatory requirements and employer expectations. Our programmes provide thorough training for those looking to enter or advance in the gas industry, covering the essential safety protocols, installation techniques and maintenance procedures for gas appliances and systems.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 1 Certificate in Network Construction Operations (Gas) (6028-10)	600/1311/4	77	England, Wales, Scotland, NI, Ireland
Level 2 Diploma in Network Construction Operations (Gas) - Main Layer (6028-21)	600/1534/2	210	England, Wales, Scotland, NI, Ireland
Level 2 Diploma in Network Construction Operations (Gas) - Service Layer (6028-22)	600/1535/4	190	England, Wales, Scotland, NI, Ireland

[View our network construction operations qualifications on our website](#)



Coming soon

New Level 2 Network Construction Operations (Gas & Water)

We're evolving to meet the future needs of the gas and water industries. A new suite of Level 2 Network Construction Operations (Gas & Water) qualifications covering main layer, service layer, and escape, locate and repair pathways is currently under development and will launch in 2026.

These updated qualifications will reflect the latest industry standards and practices, ensuring learners are equipped with the most relevant, up-to-date skills for today's gas and water network operations.

Make sure you're the first to know, [register for City & Guilds email updates](#) to receive the latest news on qualification launches, centre guidance, and support materials straight to your inbox.





Winter services operations

Winter service operations qualifications are designed to assess the skills and knowledge required to prepare and operate winter service vehicles and equipment, including snow blowers. Developed in collaboration with industry, these qualifications are ideal for staff responsible for the direct operation or supervision of winter service activities.

Successful candidates will be eligible to obtain a NEREO Operative or Supervisor registration card, endorsed with the appropriate category and valid for five years, demonstrating their competence and compliance in this safety-critical area.

Qualifications

Qualification	Available for delivery in
Winter Service Operations Vehicles and Snow Ploughs (2016/17) (6159-30)	England, Wales, Scotland, NI, Ireland
Winter Service Operations Highway Agencies Equipment (2016/17) (6159-31)	England, Wales, Scotland, NI, Ireland
Winter Service Operations Non-Highways Agency/National Assembly for Wales Equipment (2016/17) (6159-32)	England, Wales, Scotland, NI, Ireland
Winter Service Operations Snow Blowers (2016/17) (6159-33)	England, Wales, Scotland, NI, Ireland
Winter Service Supervision and Monitoring (2016) (6159-35)	England, Wales, Scotland, NI, Ireland

[View our winter services operations qualifications on our website](#)

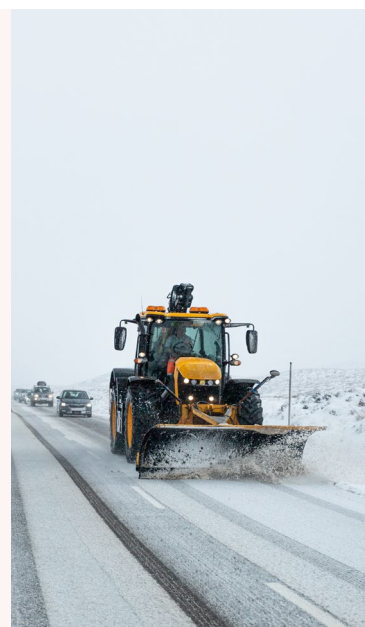


Coming soon

New winter service operations qualifications coming in 2026

We're preparing for the future of winter maintenance. A new suite of winter service operations qualifications is currently in development and will launch in 2026. These updated qualifications will reflect the latest industry practices and equipment standards, ensuring operatives and supervisors are fully prepared to meet the demands of modern winter service delivery.

Make sure you're the first to know, [register for City & Guilds email updates](#) to receive the latest news on qualification launches, centre guidance, and support materials straight to your inbox.



Electrical power engineering

City & Guilds electrical power engineering qualifications are designed for individuals working in the power industry who want to build expertise, demonstrate competence, or progress into more advanced roles and are aligned with the latest National Occupational Standards. These qualifications provide a robust foundation for career development in electrical power engineering.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 2 Diploma in Electrical Power Engineering - Distribution & Transmission (Technical Knowledge) (2304-17)	603/7179/1	210	England, Wales, Scotland
Level 2 Diploma in Electrical Power Engineering (2304-21)	603/7184/5	288	England, Wales, Scotland

[View our electrical power engineering qualifications on our website](#)



Occupational health and safety

City & Guilds offers three key qualifications in occupational health and safety: the level 3 NVQ certificate and the level 5 and 6 NVQ diplomas. These qualifications provide essential knowledge and practical skills for those responsible for, or aspiring to work in, health and safety roles across any industry. From conducting risk assessments to implementing procedures and promoting a positive safety culture, these qualifications support career development at both entry and advanced levels.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 3 NVQ Certificate in Occupational Health and Safety (3654-03)	600/1070/8	161	England, Wales, Scotland, NI, Ireland
Level 5 Diploma in Occupational Health and Safety Practice (3654-06)	603/0385/2	115	England, Wales, Scotland, NI, Ireland
Level 6 Diploma in Occupational Health and Safety Practice (3655-06)	603/7253/9	87	England, Wales, Scotland, NI, Ireland

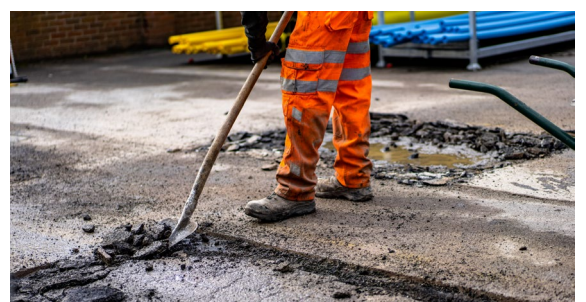
[View our occupational health and safety qualifications on our website](#)



Working in partnership with industry

At City & Guilds, we are committed to equipping learners with the skills and qualifications that meet the evolving needs of industry. Our close collaboration with employers, training providers, and sector bodies ensures that our qualifications are not only relevant but also recognised across key infrastructure and utility sectors. This partnership approach helps bridge the gap between training and employment, empowering learners to thrive in real-world roles from day one.

City & Guilds utilities qualifications, such as streetworks, winter service operations, and network construction operations, are designed to meet industry standards and regulatory requirements. Learners who complete these qualifications become eligible for key industry accreditations, including the **NEREO card**, **Street Works Qualification Register (SWQR)**, and the **Energy & Utility Skills Register (EUSR)**. These credentials validate their competence and compliance, opening doors to employment and progression within the utilities and infrastructure sectors.





More skills solutions for your learners

Support your learners at every stage of their journey with functional skills, employability skills, leadership qualifications and more.

Skills for Work and Life

Maths, English and digital skills are essential at every stage of life. Whether learning, training or working, the ability to effectively communicate, work with numbers, solve problems and use technology is key to success.

At City & Guilds we offer a full range of support to strengthen maths, English and applied digital skills for 16-18s, adults and apprentices. This includes highly recognised qualifications such as Functional Skills, plus a broad set of developmental qualifications available from Entry Level 1 to Level 2 (Digital Functional Skills is available at Entry Level 3 and Level 1). Our flexible digital learning resources and support tools are designed to support learners at every stage.

Our ESOL Skills for Life, a suite of qualifications from Entry Level 1 to Level 2, supports speakers of other languages based within the UK to develop their English for work, further learning or everyday life. We shaped our offer around the specific needs of ESOL centres and learners, supporting flexible delivery, responsive assessment and encouraging maximum learner engagement.

In addition, we provide a broad, flexible range of Employability Skills qualifications, helping learners to enter the employment market or progress within their chosen sector.

[Find out more](#)

Assured – accredit your in-house training

We know that some organisations have specific training needs that cannot be met by existing qualifications. Our Assured service has been designed to evaluate and certify in-house training programmes against our Assured Benchmark Standards, confirming the quality of the processes and systems used to design, plan and deliver the training.

Securing Assured recognition demonstrates the strength of your training both internally and externally, showing that you take your employees' development seriously and that you are ensuring your workforce has the skills that you need.

[Learn more](#)





Sustainability and the green environment

Sustainability is now a priority across every industry, and employers are looking for individuals who understand how to work in more environmentally responsible ways. The Level 2 Award & Certificate in Sustainability and the Green Environment are ideal additions to your portfolio, helping you meet the growing demand for green skills across sectors.

Designed to support learners in any job role, these qualifications build knowledge around climate change, sustainability, and net zero, making them a strong fit alongside a wide range of programmes. Whether your learners are entering the workforce or upskilling for progression, this is a practical, future-focused way to broaden your offer and support meaningful career development.

[Learn more](#)

Available from September 2025

Level 2 Award in Wellbeing & Mental health of self and others

New for 2025, the Level 2 Award in Supporting Wellbeing and Mental Health of Self and Others is a short, flexible qualification designed to complement any level 2 programme. It helps learners build a foundational understanding of mental health, develop personal resilience, and gain a practical toolkit to support their own wellbeing and that of others, skills they'll carry into the workplace.

By embedding this qualification, providers add measurable value to any programme by supporting the broader development of learners, building self-awareness, confidence, and readiness for the world of work.

[Learn more](#)



Develop tomorrow's leaders with our globally-recognised leadership and management provision. From supervision to strategic leadership (levels 2-7), ILM qualifications and apprenticeships give you the frameworks and support to deliver high-impact professional development.

- [Level 3 Qualifications in Leadership and Management Practice for the Construction and Built Environment Sector](#)
- [Level 4 Award, Certificate and Diploma in Leadership and Management](#)
- [Level 4 Qualifications in Principles of Leadership and Management](#)
- [Level 4 Leadership](#)
- [Level 4 NVQ Diploma in Management](#)

[Find out more](#)





Why work with City & Guilds

Working with City & Guilds gives you access to comprehensive support including qualification resource materials, in-person and online events and direct, tailored support from our teams of sector and technical experts.

As part of our commitment to supporting learners into a job, on the job and onto the next job, we also offer accreditation and certification for a modern, digital-first world, whether that's through our verifiable digital credentials or our Assured in-house training accreditation service.

Explore our range of services and support...



People support

We understand the value our customers put on having direct access to the support they need to maximise success. That's why our specialist teams are available to support you at every stage of planning and delivery.

Learn more about our support teams...

Business development managers

Your local contact on-hand to support you with all aspects of qualifications, apprenticeships and skills development.

[Find out more](#)

Client managers

Our team of training experts work with employers to identify learning needs and maximise organisational growth through tailored Strategic Skills Review sessions.

[Find out more](#)

Customer support team

Whatever your question, our customer support team are available to support with all enquiries from providers, employers and learners.

[Find out more](#)

Digital solutions managers

Our digital support team provide training sessions and advice on how to get the most out of our elearning and admin platforms to support a smooth and successful delivery.

[Find out more](#)

EPA partnership managers

From onboarding apprentices through to EPA, our partnership managers support customers at every stage of the apprenticeship journey.

[Find out more](#)

Funding and policy team

Get access to easy-to-digest funding and policy information and the latest updates through regular webinars hosted by our in-house experts.

Industry managers

Our industry experts keep customers, products and services up to date with the latest developments from their sectors, including regulatory, compliance and policy changes.

Technical advisors

With in-depth knowledge of both education and industry, our technical experts offer flexible support with programme delivery through in-person and online events and visits.

[Find out more](#)



Networking and events

We run face-to-face and online events to keep you up to date with the latest policy and practice, as well as City & Guilds qualifications and services that support delivery.

[Explore our upcoming events](#)



Teaching and learning support



SmartScreen

SmartScreen is the City & Guilds tutor and learner support platform, providing online resources for our qualifications and apprenticeships.

Supporting over 150 qualifications and apprenticeships across 20 different industries, SmartScreen equips tutors and assessors with delivery tools and learners with engaging content.

[Learn more about SmartScreen](#)



Example credential journey



Digital credentials

As more and more of the hiring process moves to an online-first model, having a digital way to help showcase knowledge and skills to potential employers can be crucial tool to support career progression.

Digital credentials are a visual representation of an individual's skills that provide a convenient way to easily capture and share accomplishments and abilities online with professional networks and potential employers. They can be shared via email or social media and can provide a map of an individual's educational journey, giving your learners a competitive edge in the workplace.

[Find out more about digital credentials](#)



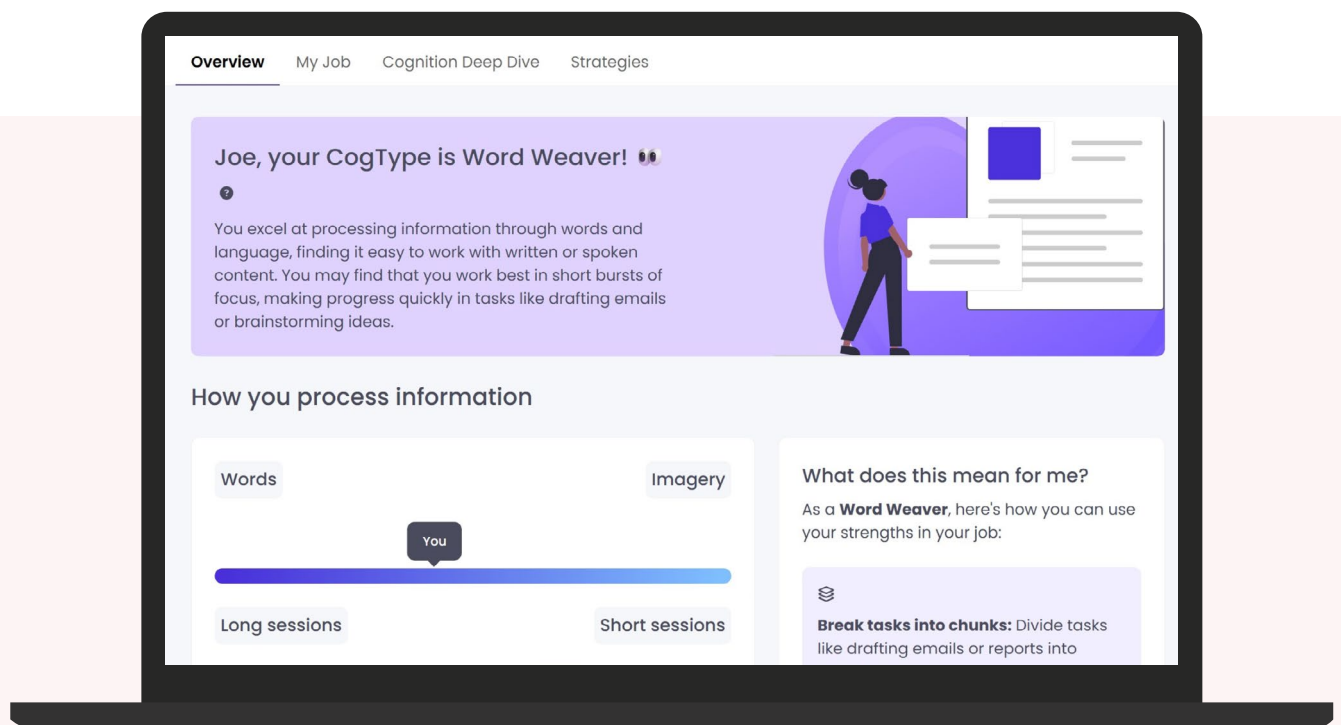
Cognassist

In today's learning environment, one-size-fits-all approaches no longer meet the diverse needs of learners. With growing pressure to improve retention, meet quality standards, and support every individual, providers need smarter, more scalable ways to personalise the learning experience.

City & Guilds has partnered with Cognassist to help providers deliver truly inclusive, personalised learning experiences that boost retention, support compliance, and improve learner outcomes.

Through cognitive assessment and personalised support strategies, this solution helps identify how each learner thinks and learns - ensuring no one is left behind.

[Find out more about the partnership](#)





Online resources and funding information

Qualifications reforms hub

Stay informed with updated guidance, timelines, upcoming support events, FAQs and news around City & Guilds qualifications

[Find out more](#)

Government resources

Find a learning aim (gov.uk) See the latest information on available qualifications, apprenticeship standards, T Levels and units.

[Find out more](#)

Department for Education funding overview

View the Department for Education's full list of funding approval information for qualifications in England.

[Find out more](#)

Guide to the post-16 qualification landscape (Department for Education)

A high-level overview of level 3 and below reformed qualifications for 2025 and beyond.

[Find out more](#)

Teaching support

Enhance your skills and confidence with flexible qualifications designed to support effective teaching, learning, and assessment across diverse settings.

[Find out more](#)

Partner with City & Guilds

Interested in delivering
City & Guilds qualifications,
apprenticeships or EPA?

As a trusted leader in skills development, we offer a comprehensive range of qualifications and training solutions to prepare individuals for success in today's evolving workplace.

Working with us gives you access to a broad portfolio across multiple sectors, from entry-level qualifications to senior leadership pathways. Our on-hand support teams are here to help you deliver the best learning experience for your learners.

Complete our form linked below to learn more about our utilities qualifications and training solutions.

[Get in touch](#)



About City & Guilds

Since 1878, City & Guilds has been dedicated to advancing the skills that people, organisations and societies need to thrive, both now and in the future.

As the global skills partner, we empower organisations to grow by creating and delivering comprehensive end-to-end solutions. These include high-quality skills training and credentials designed to meet the evolving needs of industries and workforces. Through our trusted network of colleges and training provider partners, learners across the globe develop skills and competencies that lead to employment and career progression.

Each year, over 5.1 million learners of all ages and backgrounds benefit from City & Guilds learning programmes, which have contributed £15.3bn to society in the UK alone. We champion workforce development and technical training routes that drive social mobility, prosperity, and success. By working closely with industries and governments, we also advocate for improvements across the global skills landscape.

Our City & Guilds Foundation amplifies this purpose by focusing on high-impact social investment, recognition, and advocacy programmes. These initiatives aim to remove barriers to employment, celebrate best practice on the job, and advocate for jobs of the future.

City & Guilds Training, Gen2, Intertrain, ILM, Kineo and The Oxford Group brands are all a part of City & Guilds.

For further information please visit cityandguilds.com/about-us

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