City & Guilds Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification (2392-10)

Version 1.6 (April 2026)

Qualification Handbook

Qualification at a glance

Subject area	4.1 Engineering
City & Guilds number	2392
Age group approved	18+
Entry requirements	None
Assessment	Multiple choice examination, Practical examination
Grading	Pass/Fail
Approvals	Full approval required
Support materials	Smartscreen, Assessment materials
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds qualification number	Regulatory reference number	GLH	TQT
City & Guilds Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification	2392-10	500/3516/2	30	36

Version and date	Change detail	Section
V1.2 March 2022	GLH and TQT clarified and highlighted	2.2 The structure of the qualification
V1.3 September 2023	Removal of images. Replace references to GOLA with EVOLVE	Front page and throughout
V1.4 March 2024	Update of Quality Assurance Statement	Centre Requirements
V1.5 January 2025	Handbook transferred to latest version of the template. The section on Quality Assurance has been updated and sections on Inclusion and diversity, and Sustainability have been added.	All
V1.6 April 2026	Updates to reflect the BS 7671 amendment.	Throughout

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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	This qualification is aimed at practising electricians who have not carried out inspection and testing since qualifying or who require some update training before going on to achieve the City & Guilds Level 3 Certificate in inspection, testing and certification of electrical installations (2391-10). It is also suitable for those with limited experience of inspection and testing of electrical installations, such as those: • entering the industry from other engineering disciplines • working in allied trades.
What does the qualification cover?	This qualification prepares candidates for the initial verification of electrical installation work. Combined with suitable on-site experience, it would prepare the candidate to go on to achieve the City & Guilds Level 3 Certificate in inspection, testing and certification of electrical installations (2391-10). The aim are to: • meet the needs of candidates who work or want to work as electricians in the electrotechnical sector • allow candidates to learn, develop and practise the skills required for employment and/or career progression in the electrotechnical sector • meet the needs of those working in allied trades who as a result of their primary activity undertake some electrical installation work
What opportunities for progression are there?	This qualification aids progression to enable the undertaking of the related City & Guilds Level 3 certificate in inspection, testing and certification of electrical installations (2391-10).

Area	Description
Who did we develop the qualification with?	This qualification was developed in conjunction with the electrical industry (including the NICEIC and ECA)
Is it part of an apprenticeship framework or initiative?	N/A

Structure

The qualification will be awarded to candidates on successful completion of the required units as shown below:

QCA unit reference	City & Guilds unit number	Unit title	Assessment components
R/501/4052	Unit 100	Fundamental Initial Verification of Electrical Installations	101 Knowledge of Fundamental Initial Verification (on-line multiple choice test) 102 Practical Application of the Initial Verification (Practical Assessment)

Total Qualification Time (TQT)

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT consists of the following two elements:

1) the number of hours that an awarding organisation has assigned to a qualification for guided learning
2) an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike guided learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification (2392-10)	30	36

2 Centre requirements

Approval

Full approval

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the document **Centre Approval Process: Quality Assurance Standards** for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training (this knowledge must be to the same level as the training being delivered)
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and quality assurance, and that it takes account of any national or legislative developments.

Physical resources

Centres must provide access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

The 2392-102 Assessment Guide details the requirements for the practical rig, and this must be built as detailed in this specification.

Quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on both CASS and City & Guilds Quality Assurance processes visit: the **What is CASS?** and **Quality Assurance Standards** documents on the City & Guilds website.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers must

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing qualification
- be familiar with the occupation and technical content covered within the qualification.

External quality assurance for the qualification will be provided by City & Guilds EQA process. EQAs are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to

ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments and marking/grading within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

Learner entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully. It would be expected that candidates have a basic knowledge and understanding of electrical science and principles and experience of electrical installation work either within the electrical contracting industry or an allied trade.

Age restrictions

This qualification is approved for learners aged 18 or above.

Access arrangements and reasonable adjustments

City & Guilds has considered the design of this qualification and its assessments in order to best support accessibility and inclusion for all learners. We understand however that individuals have diverse learning needs and may require reasonable adjustments to fully participate. Reasonable adjustments, such as additional time or alternative formats, may be provided to accommodate learners with disabilities and support fair access to assessment.

Access arrangements are adjustments that allow candidates with disabilities, special educational needs, and temporary injuries to access the assessment and demonstrate their skills and knowledge without changing the demands of the assessment. These arrangements must be made before assessment takes place.

The Equality Act 2010 requires City & Guilds to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.

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

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

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualification
- any units they have already completed or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualification, their responsibilities as a learner and the responsibilities of the centre. This information can be recorded on a learning contract.

Inclusion and diversity

City & Guilds is committed to improving inclusion and diversity within the way we work and how we deliver our purpose which is to help people and organisations develop the skills they need for growth.

More information and guidance to support centres in supporting inclusion and diversity through the delivery of City & Guilds qualifications can be found here:

Inclusion and diversity | City & Guilds (cityandguilds.com)

Sustainability

City & Guilds are committed to net zero. Our ambition is to reduce our carbon emissions by at least 50% before 2030 and develop environmentally responsible operations to achieve net zero by 2040 or sooner if we can. City & Guilds is committed to supporting qualifications that support our customers to consider sustainability and their environmental footprint.

More information and guidance to support centres in developing sustainable practices through the delivery of City & Guilds qualifications can be found here:

Our Pathway to Net Zero | City & Guilds (cityandguilds.com)

Centres should consider their own carbon footprint when delivering this qualification and consider reasonable and practical ways of delivering this qualification with sustainability in mind. This could include:

- reviewing purchasing and procurement processes (such as buying in bulk to reduce the amount of travel time and energy, considering and investing in the use of components that can be reused, instead of the use of disposable or single use consumables)
- reusing components wherever possible
- waste procedures (ensuring that waste is minimised, recycling of components is in place wherever possible)
- minimising water use and considering options for reuse/salvage as part of plumbing activities wherever possible.

Support materials

The following resources are available for this qualification:

Description	How to access
Assessment materials	www.cityandguilds.com
SmartScreen	www.smartscreen.co.uk

4 Assessment

Assessment of the qualification

Candidates must:

- successfully complete one closed book multiple choice online EVOLVE test covering the underpinning knowledge of outcomes 1-3 (2392-101)
- successfully complete one practical assessment for the whole 2392-102 unit (2392-10)

Centre staffing

Grading of assignments for this qualification is as follows:

- The multiple choice online test is externally set and marked by City & Guilds and graded pass or fail.
- The practical assessment is graded pass or fail.

Assessment strategy

City & Guilds has written the following assessments to use with this qualification:

- live assignments that can be downloaded from the City & Guilds website

Time constraints

The following must be applied to the assessment of this qualification:

Qualification registration is valid for 36 months.

Test specifications

2392-101

The way the knowledge is covered by each test is laid out in the table below:

Graded: Pass/Fail

Test: 2392--101	**Duration: 100 minutes**		
Unit	**Outcome**	**Number of questions**	**Percentage %**
101	1. Preparation for inspection and testing	8	16
	2. Inspection	6	12
	3. Testing	36	72
	Total	**50**	**100%**

Practical Assessment Requirements

2392-102 Inspection, Testing and Certification - practical

This practical assessment element must be completed, in addition to 2392-101, for candidates to gain a certificate.

Success only needs to be achieved once. The practical assessment consists of **one** assessment.

1 To conduct this practical assessment, centres will be required to construct a simulated installation test rig, the requirement of which is given in the City & Guilds Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification *Assessment Guide for Centres.* The *Assessment Guide for Centres* can be downloaded from the City & Guilds website.
2 The test procedure should be completed within the time indicated. The candidate should be continuously monitored during the test procedures.
3 Full details on the conduct of the practical test are given in the *Assessment Guide for Centres.*
4 This practical test will be subject to external verification. Centres must inform their EV of the dates on which practical tests will be conducted.
5 The centre's risk assessment will identify the candidate to assessor ratio for the practical test, which must be approved through the external verification process.

The test rig and inspection and testing equipment

1 To carry out the inspection and testing practical assessment, a simulated installation should be constructed in accordance with the diagrams given in the 2392-102 Assessment Guide for Centres.
2 The test rig should be located in an area of adequate space and light. All connections must be directly to the accessories, rather than simulated, and allowance should be made for the replacement of connections as they become worn.
3 Test equipment provided by the centre must meet the requirements of BS 7671 and HSE Guidance Note GS 38.
4 To ensure that the candidate has to make a selection from the equipment provided, there should be a greater range of test instruments available than is actually required to carry out the tests.
5 The test instruments must include an approved voltage indicator, with the necessary proving equipment, to test for correct isolation of the test rig.
6 To simulate 'real' conditions the test rig will be connected to a 230 V single-phase and neutral supply for 'live' testing.
7 Where candidates supply their own test instruments and/or tools, the assessor is responsible for verifying the suitability of these for the tasks to be undertaken.

Test procedure

1 The candidate should be given
   a. an Electrical Installation Certificate, the Schedule of Test Results and Schedule of Inspections for the assessment
   b. a selection of hand tools, where required, to carry out testing of the installation
   c. a range of test instruments including those required to complete the tests.
2 The information contained within the candidate section of the 2392-102 Assessment Guide.
3 Candidate identification and other relevant information should be completed on the appropriate result sheet prior to the commencement of each test.
4 The candidate will be expected to record all relevant information and results for all circuits on the appropriate documents.

The tests and performance criteria for assessment

1 The tests that must be completed and the detailed performance criteria the candidate must meet in order to pass the test are provided in the Assessment Guide for Centres. A copy of each set of performance criteria must be completed for each candidate.
2 Consideration should be given to the Electricity at Work Regulations throughout the assessment process, and it should be made clear to the candidate that failure to observe appropriate safe working practices will result in the assessment being stopped.

5 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- title
- level
- aim
- guided learning hours (GLH)
- list of learning outcomes
- assessment type
- learning outcomes in detail expressed as practical skills and / or underpinning knowledge which are comprised of a number of ssessment criteria

Guidance for delivery of the units

This qualification comprises a number of **units**. A unit describes what is expected of a competent person in particular aspects of their job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance and knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

Unit 101 Fundamental Initial Verification of Electrical Installations

Level:	2
GLH:	35
Assessment type:	• one multiple choice online EVOLVE test covering the underpinning knowledge of all three outcomes • one practical assessment covering the practical skills of all three outcomes.
Aim:	There are **three** outcomes to this unit: • Preparation for initial inspection and testing • Inspection • Testing The practical skills apply across all three outcomes and are listed against each for reference. Refer to appendices for Relationship to other qualifications

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Outcome 1 Preparation for initial inspection and testing

Practical skills

The candidate will be able to, given the information required:

1 carry out the Initial Verification (inspection, testing and certification) of an installation to BS 7671

2 complete an Electrical Installation Certificate (as given in BS 7671 or Guidance Note 3), for the installation in item 3, including the Schedule of Test Results

3 carry out an inspection of installation components and complete the Schedule of Inspections.

Underpinning knowledge

The candidate will be able to demonstrate knowledge of:

1.1. requirements for Initial Verification

1.2. information required to correctly conduct the initial inspection and testing of an installation

1.3. statutory and non-statutory requirements and relevant guidance materials which apply to the activity of inspecting and testing of electrical installations

1.4. need to conform to statutory and non-statutory requirements, guidance material for particular locations and environments in which electrical installations are installed

1.5. essential and optional information to be contained on the Electrical Installation Certificate and Minor Electrical Installation Works Certificate and how the information is recorded.

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Outcome 2 Inspection

Practical skills

The candidate will be able to, given the information required:

1 carry out the Initial Verification (inspection, testing and certification) of an installation to BS 7671

2 complete an Electrical Installation Certificate (as given in BS 7671 or Guidance Note 3), for the installation in item 3, including the Schedule of Test Results

3 carry out an inspection of installation components and complete the Schedule of Inspections.

Underpinning knowledge

The candidate will be able to demonstrate knowledge of:

2.1 state the human senses that may need to be employed during the Initial Verification of an installation

2.2 refer to and select the items to be checked during the inspection process for given systems and locations

2.3 state the requirements of the Electricity at Work Regulations for safe inspection and testing in terms of those carrying out the work and those using the installation and the building during the inspection and testing.

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Outcome 3 Testing

Practical skills

The candidate will be able to:

1 select the correct instruments or functions and appropriate scales to carry out tests

2 check and prove instruments and leads for safety and function

3 carry out the Initial Verification (inspection, testing and certification) of an installation to BS 7671

4 complete an Electrical Installation Certificate (as given in BS 7671 or Guidance Note 3), for the installation in item 3, including the including the Schedule of Circuit Details and the Schedule of Test Results

5 carry out an inspection of installation components and complete the Schedule of Inspections.

Underpinning knowledge

For each topic below, the candidate will be able to:

Instruments

3.1 State the need for instruments to be regularly checked and the need for compliance with the requirements of BS 7671 (current edition) and HSE Guidance Note GS 38

3.2 List the correct instruments, functions and appropriate scale(s) to carry out each test and explain the reasons for each choice

Sequence

3.3 State the recommended sequence of tests covered by this unit and the reasons for that sequence

Protective Conductors

3.4 State the requirements which need to be considered for protective conductors in terms of
- a earthing conductors
- b main protective bonding conductors
- c supplementary equipotential bonding conductors
- d circuit protective conductors

3.5 Describe the need for, and methods of, verifying the continuity of protective conductors and the interpretation of results

3.6 State the relationship between conductor length, cross sectional area (CSA) and resistance

3.7 State the effect of temperature on conductor resistance.

Ring Final Circuits

3.8 State the effect on conductor resistance when cables are connected in parallel

3.9 Describe the need for, and the method of verifying the continuity of, ring final circuit conductors and the interpretation of results

3.10 State the relationship between conductor length and conductor resistance

Insulation Resistance

3.11 Explain, by example, the effect on insulation resistance of
- a cables connected in parallel
- b variation in cable length

3.12 State the difference between measurements taken for insulation resistance and conductor resistance, and the order of magnitude that would be expected in each case

3.13 State the preconditions required for the performance of insulation resistance testing in terms of
- a client consultation
- b safety procedures and notices

3.14 State the precautions to be taken before testing insulation resistance in terms of
- a isolation of circuits and equipment
- b voltage sensitive equipment
- c electronic components

3.15 Describe methods of testing insulation resistance

3.16 State the required test voltages and minimum values of insulation resistance for circuits operating at various voltages

SELV

3.17 Describe the test to verify separation between SELV circuits and other circuits.

Special Installations and locations

3.18 State the requirements for locations containing baths or showers in terms of
- a circuits
- b equipment
- c zones.

IP Code

3.19 State the appropriate degrees of protection required for given locations and environments afforded within the IP classification BS EN 60529.

Polarity

3.20 State the reasons for tests to confirm correct polarity

3.21 Describe the methods of testing used to identify correct polarity

3.22 State the reasons for confirming correct polarity following initial energising of installations.

Earth Electrodes

3.23 State the instruments used for testing earth electrodes as
- a Earth electrode resistance tester
- b Earth fault loop impedance tester

3.24 Describe the method of testing earth electrode resistance using an earth fault loop impedance tester.

Earth Fault Loop Impedance

3.25 Describe the earth fault loop impedance paths for the following systems
   a. TN-S
   b. TN-C-S (PME)
   c. TN-C-S (PMB)
   d. TT

3.26 Describe methods of determining earth fault loop impedance in terms of
   a the tests used for measuring actual earth fault loop impedance

   b methods of calculation of earth fault loop impedance from given data and measurement of conductor impedance

3.27 Given maximum tabulated values of earth fault loop impedance, verify that measured values are acceptable, taking into account conductor operating and ambient temperatures

Residual Current Devices (RCD)

3.28 Describe methods of testing the correct operation of an RCD, independent of in-built test facilities
3.29 State the applications for various RCD ratings
3.30 State the requirements for RCD in series.

Prospective Fault Current

3.31 Describe prospective fault current in terms of
   a prospective short-circuit current
   b prospective earth fault current
3.32 State methods of determining prospective fault current
3.33 Describe the methods of measuring prospective fault current
3.34 Explain the importance of confirming that protective devices are appropriate for the prospective fault current.

Verification of voltage drop

3.35 State the methods of evaluating voltage drop
3.36 Determine compliance with voltage drop from given criteria.

Appendix 1 Relationships to other qualifications

Links to National Occupational Standards and N/SVQs

This qualification is based upon the current version of BS 7671 rather than linked to N/SVQs and National Occupational Standards.

Key Skills (England, Wales and Northern Ireland)

City & Guilds recognises the importance of opportunities for developing and generating evidence for the assessment of the nationally specified key Skills. However, as the intention of this qualification is to itself support technical knowledge for those employed within the industry we would suggest that the opportunities for key skills would be found in the complementary qualifications at level 3 for electrical schemes.

The wider curriculum

City & Guilds recognises the importance of the contribution to candidates of wider issues in terms of health and safety, environmental and relevant international agreements. As with Key Skills, we would suggest that the content is confined to the technical needs of the industry. These are essential to safe working and compliance with the electrical industry. The wider issues are more appropriately addressed in supporting qualifications.

Appendix 2 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

Centres must meet a set of quality criteria including:

- provision of adequate physical and human resources
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process** (**CAP**). Centres also need approval to offer a specific qualification. This is known as the **qualification approval process** (**QAP**), (previously known as scheme approval). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for the particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval*, which is also available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications.*

Approval for online assessment (EVOLVE)

In addition to obtaining centre and qualification approval, centres are also required to set up a EVOLVE profile in order to offer online examinations to candidates. Setting up a EVOLVE profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and EVOLVE technical requirements are available on the City & Guilds website (**www.cityandguilds.com/e-assessment**). The EVOLVE section of the website also has details of the EVOLVE helpline for technical queries and downloads for centres and candidates about EVOLVE examinations.

Centres should also refer to *Providing City & Guilds qualifications - a guide to centre and qualification approval* for further information on EVOLVE.

Appendix 3 Summary of City & Guilds assessment policies

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications)*.

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Online Catalogue*, and is also available from the City & Guilds Customer Relations department.

Access to qualifications on the National Qualifications Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

Qualifications on the National Qualifications Framework are open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

City & Guilds' *Access to assessment and qualifications guidance and regulations* document is available on the City & Guilds website. It provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

Access arrangements are pre-assessment adjustments primarily based on history of need and provision, for instance the provision of a reader for a visually impaired candidate.

Special consideration refers to post-examination adjustments to reflect temporary illness, injury or indisposition at the time of the assessment.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier and/or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and candidates on the City & Guilds website or available from the Customer Relations department.

Appendix 4 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centre document library** on **www.cityandguilds.com** or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Assessment: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

Please visit the **Contact us** section of the City & Guilds website.

Who we are

City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for City & Guilds qualifications.

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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