

# City & Guilds Level 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations (2921-33)

Version 1.8 (September 2024)

## Qualification Handbook



## Qualification at a glance

<b>Subject area</b>	<b>Building Services Industry</b>
<b>City &amp; Guilds number</b>	2921
<b>Age group approved</b>	18+
<b>Entry requirements</b>	Please see the guidance on page 9
<b>Assessment</b>	Short-answer and scenario-based questions
<b>Grading</b>	Pass / Fail
<b>Approvals</b>	Please see page 7 for full details
<b>Support materials</b>	Qualification handbook Assessment pack
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>City &amp; Guilds qualification number</b>	<b>Regulatory reference number</b>	<b>GLH</b>	<b>TQT</b>
City & Guilds Level 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations	2921-33	610/1420/5	24	26

Version and date	Change detail	Section
1.0 August 2022	Initial version 2921-33 only	All
1.1 September 2022	Test specification amended	4. Assessment
1.2 September 2022	Qualification title correction	4. Assessment
1.3 October 2022	Suite title removed Approval process and Assessor information clarification Conditions of assessment 303 clarified	Front cover 2. Centre requirements 4. Assessment
1.4 October 2022	Learner entry requirements for Scotland added	2. Centre requirements
1.5 February 2023	Access arrangements and reasonable adjustments information amplified	2. Centre requirements
1.6 September 2023	Content updated to new Code of Practice 5 <sup>th</sup> Edition.	All
1.7 October 2023	Learner entry requirements clarification Assessor requirements clarification	2. Centre requirements
1.8 September 2024	Addition of TESP (The Electrotechnical Skills Partnership) Electrician Plus logo.	Front cover

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# 1 Introduction

This document tells you what you need to do to deliver these qualifications:

Area	Description
What is the purpose of this qualification	This qualification is intended as a short course aimed at continual professional development supporting the development of knowledge/understanding of electric vehicle charging installation and maintenance. Learners undertaking these courses may already be doing the associated roles from a practicing operative capacity, with proven and demonstrable skills in working as skilled and competent electricians and/or electrical installers. Validation of these skills and level of competence are reflected in the entry requirements for this qualification.
Who is this qualification for?	This qualification is aimed at practicing electricians interested in understanding how to install and maintain the range of electrical vehicle charging equipment and systems available. They aim to provide expert guidance to learners wishing to gain further knowledge and understanding of electric vehicle charging equipment installation and maintenance.
What does this qualification cover?	City & Guilds Level 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations (2921-33): This qualification covers the scope of works for electric vehicle charging installations in commercial premises and public spaces and the features of the electric vehicle charging equipment and associated accessories. It also covers safety requirements and the maintenance strategy and procedures for largescale electric vehicle charging installations.
Who did we develop the qualifications with?	BP, Shell, Connected Kerb as well as the wider Electrotechnical sector institutions.
Is it part of an apprenticeship framework or initiative?	No.

## Structure

To achieve the **City & Guilds Level 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations (2921-33)**, learners must achieve the following mandatory unit:

City & Guilds unit number	Unit title	GLH
303	Installation and maintenance of largescale electric vehicle charging installations	24

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## Total Qualification Time

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 is comprised of the following two elements:

- 1) The number of hours that an awarding organisation has assigned to a qualification for Guided Learning, and
- 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 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations	24	26

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## 2 Centre requirements

### Approval

#### Full approval

To offer the City & Guilds Level 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations (2921-33), new centres will need to gain both centre and qualification approval. Please refer to the document Quality Assurance Standards: Centre Approval Process for further information. Centres wishing to gain approval to deliver this qualification must fill out an [expression of interest](#) on the 2921 qualification page.

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.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Tutors must:

- 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 at least 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
- have relevant Continuing professional development (CPD).

Assessors must:

- hold an up-to-date qualification\* in EVC
- have successfully completed the Smart Screen EVC course, including the Train the Trainer video for Largescale Electric Vehicle Charging Installations
- be occupationally competent or technically knowledgeable in the area for which they are assessing. This knowledge must be to at least the same level as the assessment
- ideally have an assessing qualification although not mandatory
- demonstrate CPD to remain current.

*\* Up to date qualifications are any UK regulated qualification with the purpose to supporting the development of knowledge/understanding of electric vehicle charging installation and maintenance.*

**NB** For assessors and delivery staff looking to update their qualifications for the purposes of CPD please contact EQA to discuss entry requirements.

### **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.

### **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. For more detail on this visit the 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 within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.



## Learner entry requirements

These qualifications are intended for practicing electricians. Learners **must** hold one of the following:

- City & Guilds Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment) (2357-13/91)
- City & Guilds Level 3 NVQ Diploma in Electrotechnical Services (Electrical Maintenance) (2357-23/92)
- City & Guilds Level 3 in Electrotechnical Services Experienced Worker (2356-99)
- City & Guilds Level 3 Electrotechnical Experienced Worker Qualification (2346-03)
- City & Guilds Level 3 Electrotechnical qualification (5357)
- Equivalent historical qualifications (see EAS Table 4B/4C) [EAS Qualifications guide August 2023 \(theiet.org\)](#)

or

- ECS Gold Card (for domestic electrician), JIB Electrician or Approved Electrician Card

Other Awarding Organisation equivalences will also be acceptable.

For learners in Scotland:

- Any of the above or
- SVQ in Electrical Installation at SCQF level 7 + Up to date BS 7671 Requirements for Electrical Installations

The qualifications above must have been achieved no more than 5 years prior to starting this qualification or there must be evidence the candidate has remained current by holding the latest version of the Wiring regulations qualification.

## Age restrictions

This qualification is approved for learners aged 18 or above.

## Access arrangements and reasonable adjustments

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:

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

### 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(s)
- 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 qualifications, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

#### Support materials

The following resources are available for this qualification:

Description	How to access
Assessor packs	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

## 4 Assessment

### City & Guilds Level 3 Award in the Installation and Maintenance of Largescale Electric Vehicle Charging Installations (2921-33)

Candidates must successfully complete:

- One assignment consisting of short-answer and scenario-based questions

Assessment Types			
Unit	Title	Assessment method	Where to obtain assessment materials
303	Installation and maintenance of largescale electric vehicle charging installations	<b>Short-answer and scenario-based questions – externally set internally marked</b>	Go to <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> and navigate to the 2921 webpage. Password available on the Walled Garden.

#### Assessment strategy

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

- Short-answer and scenario-based questions

The knowledge requirements will be tested through the short-answer and scenario-based questions.

Please note that for 2921-303, the examination should be supervised by centre staff. The same assessor who supervises the assessment session may be used for the marking of the assessment.

Please refer to the Assessment pack for further guidance on delivering the assessments for this qualification.

#### Time constraints

Qualification registration is valid for three years.

## Test specifications

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

**2921-303:** Short-answer, scenario-based questions

**Assessment conditions:** Supervised examination. Learners must sit the assessment independently.

**Permitted Materials:**

BS 7671 Requirements for Electrical Installations, IET Wiring Regulations

IET Code of Practice for Electric Vehicle Charging Equipment Installation 5<sup>th</sup> Ed.

IET Electric Vehicle Charging Installations at Filling Stations

**Graded:** Pass/Fail

**Pass Mark:** The pass mark for this examination is set at approx. 70%

Test:	Duration: 120 minutes		
Unit	Outcome	Number of questions	Percentage %
303	LO1 Know the scope of works for electric vehicle charging installations in commercial premises and public spaces	3	13
	LO2 Understand the safety requirements for electric vehicle charging installations	8	33
	LO3 Know the infrastructure associated with electric vehicle charging sites.	4	17
	LO4 Understand the features of the electric vehicle charging equipment and associated accessories	3	13
	LO5 Understand commissioning and handover procedures for electric vehicle charging sites	1	4
	LO6 Know the maintenance strategy for electric vehicle charging systems	2	8
	LO7 Know the infrastructure equipment associated with largescale electric vehicle charging installations	1	4
	LO8 Understand maintenance procedures for largescale electric vehicle charging installations	2	8
	Total	<b>24</b>	<b>100%</b>

## 5 Units

### Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Unit aim
- Assessment type
- Learning outcomes, which are comprised of a number of assessment criteria
- Range statements
- Supporting information

### Guidance for delivery of the units

This qualification comprises of one **unit**. A unit describes what is expected of a competent person in particular aspects of his/her 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.

**Range** statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied.

**Supporting information** provides guidance of the evidence requirement for the unit and specific guidance on delivery and range statements. Centres are advised to review this information carefully before delivering the unit.

## Unit 303

# Installation and maintenance of largescale electric vehicle charging installations

<b>Level:</b>	3
<b>GLH:</b>	24
<b>Assessment type:</b>	Short-answer and scenario-based questions
<b>Unit Aim:</b>	<p>This unit is aimed at practicing electricians wishing to upskill their currency of qualifications to safely install and maintain of largescale electric vehicle charging installations.</p> <p>Learners will gain a knowledge and understanding of the scope of works for electric vehicle charging installations in commercial premises and public spaces and the features of the electric vehicle charging equipment and associated accessories. They will explore safety requirements and the maintenance strategy and procedures for largescale electric vehicle charging installations.</p> <p>Learners will gain a knowledge and understand of the infrastructure associated with electric vehicle charging sites and equipment associated with largescale electric vehicle charging installations. They will also explore commissioning and handover procedures for electric vehicle charging sites.</p>

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### Learning outcome

The learner will:

- LO1 know the scope of works for electric vehicle charging installations in commercial premises and public spaces

### Assessment criteria

The learner can:

- AC1.1 identify the **considerations** for different **locations** for electric vehicle supply equipment (EVSE) installations
- AC1.2 identify the **types of equipment** used in largescale electric vehicle supply equipment installations

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## Range

### AC1.1 Considerations

- Intended user
  - Accessibility
  - Mechanical protection
  - Billing
  - Control and integration
- Installation, testing and maintenance
  - Control of environment
  - Fit for purpose for location
  - Availability for maintenance
  - Risk

### AC1.1 Locations

- Petrol filling stations and similar locations
- Car parks:
  - public
  - private
- Commercial and public service vehicle depots
- On-street charging

### AC1.2 Types of equipment

- Single-phase
- Three-phase
- DC charging
  - Connector
  - Pantograph
- Wireless power transfer (taxi ranks, bus stops)
- Distribution pillar(s)

---

## Learning outcome

The learner will:

LO2 understand the safety requirements for electric vehicle charging installations

## Assessment criteria

The learner can:

AC2.1 describe suitable **hazard identification and risk management techniques**

AC2.2 identify the specific **risks associated with electricity** and how they occur

AC2.3 identify the specific external influences associated with EVSE installations

AC2.4 describe the **risks associated with specific earthing arrangements**

AC2.5 describe suitable **methods of protecting** against the risk associated with PEN/CNE conductor faults including the implications of each method

AC2.6 identify **safe isolation procedures and emergency switching**

AC2.7 explain why it is important to follow **quality assurance** processes

---

## **Range**

### **AC2.1 Hazard identification/risk management techniques**

- Bow tie approach of managing threat and consequence
- Risk matrix approach
- HSE five-step risk assessment
- Case studies/trends
- ALARP (as low as reasonably practicable)
- SFAIRP (so far as is reasonably practicable)

### **AC2.2 risks associated with electricity**

- Electric shock
- Fire
- Explosion
- Earth fault
- Short circuit
- Overloads
- High voltage and low voltage
- Overvoltages and electromagnetic disturbances

### **AC2.3 External influences**

- Manufacturer's instructions with regard to battery ventilation requirements
- Requirements for hazardous zones in petrol filling stations
- Sealing against vapor migration in fuel filling stations

### **AC2.4 Risks associated with specific earthing arrangements**

- TN systems from public supply
- TN-S dedicated supply
- TT (whole installation)
- IT (where used for mode 4 charging arrangements)

### **AC2.5 Methods of protecting against**

- Use of earth electrodes
- Voltage measuring devices (Open PEN conductor detection devices)
- Assessment of simultaneous contact between extraneous- and exposed-conductive-parts connected to different earthing systems
- Protection in IT systems (Regulation group 411.6 and Section 2.2 of the APEA/IET publication Electric Vehicle Charging Installations at Filling Stations)



## AC2.6 Safe isolation procedures and emergency switching

- Electrical systems
- Sites with multiple supplies (AC and/or DC)
- Fuel systems
- Gas systems
- Need to proving dead both sides of separated systems
- Limitation of access and permit(s) to work

## AC2.7 Quality assurance

- Fit for use or purpose
- Meets the needs and expectations of the customers

---

## Learning outcome

The learner will:

LO3 know the infrastructure associated with electric vehicle charging sites

## Assessment criteria

The learner can:

AC3.1 identify how to install **suitable equipment** to a given brief

AC3.2 identify **specialist components** of high current EVSE

AC3.3 identify the types and applications of **protective devices**

AC3.4 explain the requirements for installing and erecting **switches and isolators**

---

## Range

### AC3.1 Suitable equipment

- Distribution
- Energy storage
- Cable management
- Cable types
- Civil works
- Segregation of power and data cables
- Earthing equipment

### AC3.2 Specialist components

- High power DC chargers (HPDC), eg Power modules, inverters, cables and connectors, high-power liquid-cooled EV charging cable, metering, DC metering communications, protective devices (AC and DC) IMD, RCM
- Rectifiers / AC to DC Chargers
- Inverters

- Infrastructure monitoring systems through the internet of things (IOT)

### AC3.3 Protective devices

- Overcurrent protection
- Residual Current Devices (RCDs) including types
- Surge protection
- Monitoring devices including IMDs and RCMs

### AC3.4 Switches and isolators

- Isolation
- Emergency switching
- Functional switching
- Switching off for mechanical maintenance
- Firefighter's switching

---

## Learning outcome

The learner will:

LO4 understand the features of the electric vehicle charging equipment and associated accessories

## Assessment criteria

The learner can:

AC4.1 identify the **different charger modes**

AC4.2 describe different charger **ratings, features, applications and settings**

---

## Range

### AC4.1 Different charger modes

- Mode 1
- Mode 2
- Mode 3
- Mode 4

### AC4.2 Ratings, features, applications and settings

- Multiple vehicle connectors
- Security features:
  - Mistreatment
  - Vandalism
  - Hacking
- Communication features

- Tariff metering
- AC (Mode 3) or DC (Mode 4)
- kW ratings
- Charge times and ranges
- Remote charging equipment supplying vehicle charge posts
- On-board charging
- Tilt switch (safety interlock)
- Tethered cables
  - Selection
  - Lengths
- Connection verification systems
- Charge status (car to post)
- Control and shutdown systems
- Vehicle connector types
- Charger connectivity methods
- Open PEN detection systems
- Dynamic phase balancing systems
- Dynamic load curtailment
- Tethered cable connection and termination methods

### Learning outcome

The learner will:

LO5 understand commissioning and handover procedures for electric vehicle charging sites

### Assessment criteria

The learner can:

AC5.1 identify the requirement for **commissioning** new charging equipment

AC5.2 explain the **requirements for handing over** the commissioned system to the client and other stakeholders.

### Range

#### AC5.1 Commissioning

- Firmware and software commissioning
- Functional load testing (vehicle)
- Functional tests of software/hardware
- System integration functions (eg billing, emergency switching, maintenance, managing and security)

## AC5.2 Requirements for handing over

- Electrical installation certification to BS 7671
- Local Authority certification
- Operation and maintenance manuals
- Client training on use and maintenance
- Client health and safety briefing
- Clients own site acceptance testing procedure or quality assurance process
- Client understands if system is working normally
- Client knows what alarms and error messages mean
- Client knows how to shut the system down to a safe state

---

## Learning outcome

The learner will:

LO6 know the maintenance strategy for electric vehicle charging systems

## Assessment criteria

The learner can:

AC6.1 explain the types of **maintenance** required

AC6.2 describe the **factors** affecting unit downtime

---

## Range

### AC6.1 Maintenance required

- Planned preventative
- Reactive maintenance
- Case studies
- Remote software
- Remote monitoring
- Internet of things

### AC6.2 Factors

- Human factors
- Typical failure modes and error codes
- Demand and grid capabilities
- Wear and tear
- Repair or replace decisions
- Asset management and lifetime records
- Monitoring Patterns of failure

- End of Life (EoL) support announcements
- 

### Learning outcome

The learner will:

LO7 know the infrastructure equipment associated with largescale electric vehicle charging installations

### Assessment criteria

The learner can:

AC7.1 explain the importance of following and reviewing surveys, design schedules and equipment specifications before and during the installation process

AC7.2 explain the importance of referring back to the designer where installation conditions prevent the design being followed as specified

---

### Learning outcome

The learner will:

LO8 Understand maintenance procedures for largescale electric vehicle charging installations

### Assessment criteria

The learner can:

AC8.1 explain the need to **document maintenance work**

AC8.2 identify the necessity for periodic **inspection and testing**

---

### Range

#### AC8.1 Document maintenance work

- Equipment lifetime history
- Patterns of failure and damage
- Seeing faults develop

#### AC8.2 Inspection and testing

- Initial verification
    - Determination of  $Z_s$
    - Determination of prospective fault current
    - Verification of ADS with IT earthing arrangements
    - Earth electrode testing
  - Routine checks
  - Assessment of suitability for continued use
  - Subsequent periodic inspection and testing
-

- Additional safety requirements for electrical testing in the vicinity of petrol station forecourts
  - Preclusion of earth fault impedance testing
  - Preclusion of live prospective fault current
  - Maximum earth electrode resistance readings in hazardous areas
  - $R_A$  values
- Alternative methods for ensuring the safety of equipment for continued use

## Unit 303

# Installation and maintenance of largescale electric vehicle charging installations

## Supporting Information

### Unit guidance

AC7.2 Consider the two clamp method

AC7.2 Refer to Guidance for Design, Construction, Modification, Maintenance and Decommissioning of Filling Stations (the Blue book)

BS 6701 (BS EN 50174-2/BS EN 50174-3)

### Suggested learning resources

Key guidance publications for this unit include:

*IET Code of Practice for Electric Vehicle Charging Equipment Installation 5th Ed.*

- APEA/EI Guidance for Design, Construction, Modification, Maintenance and Decommissioning of Filling Stations (often referred to in the industry as the 'Blue book').
- IET/APEA Electric Vehicle Charging Installations at Filling Stations
- IET Guidance Note 3 Inspection and Testing

Further standards (as referenced from BS 7671) for controls and telecommunications cabling installation are:

- BS 6701 Telecommunications equipment and telecommunications cabling. Specification for installation, operation and maintenance. Specification for installation, operation and maintenance
- BS EN 50174-2 Information technology. Cabling installation. Installation planning and practices inside buildings
- BS EN 50174-3 Cabling installation. Installation planning and practices outside buildings

## Appendix 1 Sources of general information

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

### **Quality Assurance Standards: Centre Handbook**

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.

### **Quality Assurance Standards: Centre Assessment**

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, [\*\*Contact us\*\*](#)

## **City & Guilds**

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

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