

T Level Technical Qualification in Building Services Engineering for Construction

8710-356 Plumbing Engineering

EPPC I

Grade standard exemplification material Pass - Summer 2024







Version and date	Change detail	Section	Question
v1-0			
October 2024			

Contents

Introduction	3
Grade descriptors	5
Task 1 – Planning the installation	6
Task 2 – Installation, commission and decommission	16
Task 3 – Carry out maintenance	27

Introduction

Summer 2024 Results

This document is aimed at providers and learners to help understand the standard that was required in the summer 2024 assessment series to achieve a pass grade for the 8710-356 Plumbing Engineering Occupational Specialism (OS).

The grade standard exemplification evidence (Grade SEM) provided for the pass grade displays the holistic standard required across the tasks to achieve the pass grade boundary in the summer 2024 series.

The aim of these materials is to provide examples of knowledge, skills and understanding that attested to pass standard (threshold competence) in summer 2024. It is important to note that in live assessments a candidate's performance is very likely to exhibit a spikey profile and standard of performance will vary across tasks.

The Occupational Specialism is graded Distinction, Merit, Pass or Unclassified.



The pass grade boundary is based on a synoptic mark across all tasks. The materials in this Grade SEM are separated into two sections as described below. Materials are presented against a number of tasks from the assignment.

Task

This section details the tasks that the candidate has been asked to carry out. What needs to be submitted for marking and any additional evidence required including any photograph/video evidence. Candidate evidence that was or was not included in this Grade SEM has also been identified within this section.

In this Grade SEM there is candidate evidence from:

Task 1 Task 2 Task 3

Candidate evidence

This section includes exemplars of candidate work, photographs of the work in production (or completed) and practical observation records of the assessment completed by provider assessors. This was evidence that was captured as part of the assessment and then internally marked by the provider assessor.

The Occupational Specialism brief and tasks can be downloaded from here: <u>8710-</u> <u>356 plumbing engineering os summer24 v1-0</u>

Important things to note:

- We discussed the approach to standard setting/maintaining with Ofqual and the other awarding organisations before awarding this year. We have agreed to take account of the newness of qualifications in how we award this year to recognise that students and teachers are less familiar with the assessments (<u>grading-arrangements-for-vtqsand-</u> <u>technical-qualifications-within-t-levels-in-the-academic-year-2023-to-2024</u>), whilst also recognising the standards required for these qualifications.
- The evidence presented, as a whole, was sufficient to achieve the pass grade. However, performance across the tasks may vary (i.e. some tasks completed to a higher/lower standard than pass grade).

Grade descriptors

To achieve a pass (threshold competence), a candidate will be able to:

Demonstrate an acceptable performance that meets the requirement of the brief and that is required to enter the industry to begin to work in the occupational area.

Demonstrate the adequate technical skills in cutting, bending, fixing pipework and installing components that is in line with industry standards.

Interpret information, demonstrate planning, assess risk and follow safe working methods when applying practical skills to an acceptable standard as recognised by industry.

Demonstrate basic knowledge and understanding of the principles and processes required for plumbing engineering.

Work safely showing an understanding in the selection and use of tools and equipment and demonstrate a basic awareness of straightforward preparation and application processes.

Attempt some complex tasks and the level of performance mostly meets an acceptable level.

Identify causes of plumbing faults and have some knowledge and skills in how to rectify them.

Mostly use industry terminology accurately in both written and verbal contexts.

Task 1 – Planning the installation

Assessment number (eg 1234-033)	8710-356
Assessment title	Plumbing Engineering Occupational Specialism
Candidate name	<first name=""> <surname></surname></first>
City & Guilds candidate No.	ABC1234
Provider name	<provider name=""></provider>
City & Guilds provider No.	999999a

Task(s)	1
Evidence title / description	A materials list
	A method statement
	A risk assessment
	An installation diagram
Date submitted by candidate	DD/MM/YY

Task

Assessment themes:

- Health and safety
- Design and planning
 - o Documents
 - Drawings and diagrams
- Systems and components
 - o Installation
 - Decommissioning

The purpose of this task is for you to demonstrate that you can correctly plan the installation, produce a detailed materials list, complete a detailed method statement, assess the risks involved in the installation activity, and produce an accurate installation diagram showing the pipework layout, pipe clips and components.

You will be provided with the assignment brief and given time to plan the installation of the washroom facilities including the handrail set and macerator.

a) Plan the installation of the sanitary appliances, handrail set and macerator following the client brief.

You should produce the following:

- Materials list
- Method statement to include planning your sequence of work and associated risks (to include justifications)
- Risk assessment
- Installation diagram with pipework layout, pipe clips and associated components with reference to Approved Document M

Templates for the materials list, method statement, risk assessment and drawing grid are provided and must be used.

Your installation diagram should be applicable to the location you are being assessed in and completed to a commercially acceptable standard. The diagram should include all fixed services and the proposed installation layout.

You should use the installation diagram to carry out the installation. The diagram will also be used by your tutor/assessor for checking the dimensional tolerances of the installed system and pipework.

b) Measure and mark out proposed working area.

You will be provided with a specific working area that has been set up according to Figure 1.

You must measure and mark out your work area as detailed in your diagram, and this activity must be completed prior to carrying out the installation.

If you provide plans that are not fit for purpose, it is expected that your tutor/assessor will intervene and provide necessary feedback and corrections to the plans prior to you carrying out the installation. However, this will be commented on in the marking documentation and reflected in marks awarded.

Additional evidence of your performance that must be captured for marking:

Tutor/assessor observations of:

- Accuracy of measurements and marking out (of space allocation/work area checked against installation drawing).
- Marking out in comparison with the proposed plan and completed drawing including the accuracy of the recording of key dimensions.

Photographs taken by your tutor/assessor at various stages of the task.

Candidate evidence

Completed materials list

Equipment/Materials	Quantity
15mm copper pipe	X4 3m lengths
15mm red clips	X11
15mm blue clips	X11
Toilet	X1
WC cistern	X1
Support bars	X4
Basin	X1
Alternating tap	X1
TMV	X1
Screws	X50
Soil stack	X1
Mascerator	X1
Adjustable wrench	
Wire clips	X10
Solder	
Blow-torch	
Flux	
Wire wool	
15mm pipe-slice	
Hammer	

Terminal screwdriver	
Impact drill	
Fuze switch	X1
Wire strippers/cutters	
Phillips screwdriver	

Completed method statement

- 1. I will first start off by placing all clips on the wall
- 2. I will then secure all appliances (support bars, basin, WC, cistern etc) into place, making sure that everything is level and within building regs.
- 3. I will measure out all of my copper pipe, and cut it accordingly.
- 4. Placing the cut pipes into the clips, using the soldering gear, it will all be soldered up.
- 5. The mascerator will be wired up to the fuse switch, and secured in place, neatly, with wire clips
- 6. All waste pipe will be measured, cut, and secured on to the wall with clips.
- 7. Connect all copper pipes to the appliances they feed to.
- 8. Test system and fix any faults.

Completed risk assessment

SEVERITY (S): Degree of harm which may be caused (including numbers affected)			RISK RATING (RR): Severity x Likelihood					
1 Mino	1 Minor Injury 2 Major Injury 3 Fatality							
LIKELI	LIKELIHOOD (L): Probability that event will occur				1-2 Low			
1 Remo	ote 2 Possible	3 Likely			6-9 H	6-9 High		
ltem No:	Activity	Hazard	Persons at Risk	Existing Controls (Mitigation)	S 1-3	L 1-3	RR	Are the Risks Controlled?
1	Soldering	Burn self	Installer	Keep naked flames away from skin	2	2	4	Yes
2	Lifting heavy objects	Strain back + legs	Installer	Use correct lifting technique	1	3	3	Yes
3	Working on ladders	Falling	Installer	Use caution when at heights, knee below top.	2	2	4	Yes
4	Cutting pipes	Cutting fingers	Installer	Keep skin away from bladed tools	1	2	2	Yes
5	Hammering	Hitting hands and fingers	Installer	Be cautious when using a hammer	2	2	4	Yes

Completed drawing grid



Completed PO Form

Practical Observation (PO) Form (Task 1)

8710-36 T Level Technical Qualification in Building Services Engineering for Construction

8710-356 Plumbing Engineering (Summer 2024)

Candidate name	<first name=""> <surname></surname></first>
City & Guilds candidate No.	ABC1234
Date	

Provider name	<provider name=""></provider>
City & Guilds Provider No.	999999a

Task 1 assessment themes:

- Health and safety
- Design and planning
 - o Documents
 - $\circ \quad \text{Drawings and diagrams}$
- Systems and components
 - o Installation
 - o Decommissioning

Record observation notes below to inform internal marking and external moderation. Notes must be detailed, accurate and differentiating which use terminology from the mark grid along with specific examples observed. Notes must identify areas of strength and weakness, distinguish between different qualities of performance and to facilitate accurate allocation of marks once all evidence has been submitted.

Assessment Themes	Assessor observation notes
 Health and safety Risk assessment Risk mitigation Harm and probability factors Adherence to health and safety 	[candidate name] ensured that they completed a risk assessment prior to conducting any practical processes. They wore the correct PPE and displayed a good level of health and safety. They always worked safely and demonstrated good safe practices.
Design and planning (documents)	[candidate name] produced a reasonable level of designing the pipework runs and component locations. They adhered to the design brief and displayed a reasonable level of competency when designing and marking out. They produced a reasonable drawing of their install and recorded all findings using the

 Quality of documentation Adherence to brief	correct documentation. They used a spirit level to mark out pipe clips and levelling. They used a spirit level to mark out where their pipe runs were to be installed, ensuring that 300 mm clipping distances and 100 mm pipe centres was achieved.
Design and planning (drawings and diagrams) • Accuracy • Positioning	They adhered to the design brief and displayed a reasonable level of competency when designing and marking out. They produced a reasonable drawing of their install and recorded all findings using the correct documentation. They used a spirit level to mark out pipe clips and levelling. They used a spirit level to mark out where their pipe runs were to be installed, ensuring that 300 mm clipping distances and 100 mm pipe centres was achieved.
Systems and components (installation) • Marking out • Measurements • Sequencing • Tolerances • Tools • Skills	<i>Planning stage (Task 1) only</i> [candidate name] produced a good material list before they started that installation process. They adhered to health and safety requirements by producing a risk assessment along with a good method statement. They wore all correct PPE and ensured their bay was tidy and safe before commencing any practical activities. They began by dressing all sanitaryware and planning/marking out all Doc M handrails and supports. They used a spirit level to mark out where their pipe runs were to be installed, ensuring that 300 mm clipping distances and 100 mm pipe centres was achieved. They positioned and fixed the macerator, close coupled WC, WHB to the building fabric. They displayed good practical skills throughout this process. Some good level of pipework fabrication skills observed when the hot and cold supplies were installed, some excessive solder applied to some joints making the appearance a bit untidy. They installed the TMV as close to the WHB as possible: they understood the operation of this component and installed it in an untidy position. Scorch marks were present due to excessive heat from their gas torch. When asked what they'd done, they replied that they should have used a heat mat. Installation of the soil stack was to an acceptable level, however the fall from the waste pipe from the macerator was too excessive and required rectification. They realised this and rectified the fall to current British standards. Reasonable aesthetics achieved during this process and a slightly rushed/panicked work sequence was witnessed.
 Systems and components (decommissioning) Sequencing Disposal Waste removal Techniques and finish 	As detailed in method statement [candidate name] ensured that they completed a risk assessment prior to conducting any decommissioning processes. They wore the correct PPE and displayed a good level of health and safety. [candidate name] went onto conduct safe isolation of the macerator unit and selected a suitable drain off point for the hot and cold-water supplies. [candidate name] carefully began to remove sections of pipework. They were questioned on where they were going to store these, and their reply was that they could re-use sections to save on environmental factors. They carefully removed all the sanitaryware and Doc M handrails and support and stored these in a safe place. They filled in any holes and made right any imperfections. [candidate name] painted the bay ready for future usage. The bay was left in a clean, tidy and safe manner.

Any other aspects

Internal assessor signature	Date
<u>X</u>	DD/MM/YY

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

Task 2 – Installation, commission and decommission

Assessment number (eg 1234-033)	8710-356
Assessment title	Plumbing Engineering Occupational Specialism
Candidate name	<first name=""> <surname></surname></first>
City & Guilds candidate No.	ABC1234
Provider name	<provider name=""></provider>
City & Guilds provider No.	999999a

Task(s)	2
Evidence title / description	Commissioning checklist
	Photographic evidence
Date submitted by candidate	DD/MM/YY

Task

Assessment themes:

- Health and safety
- Health and safety
- Systems and components
 - \circ Installation
 - Decommissioning
- Reports and information (commissioning checklist)
- Inspecting and testing of systems and components
- Handover and communication

You will have access to your drawing(s) and plans from Task 1.

Your tutor/assessor will ensure that systems are fully decommissioned, and walls prepared, prior to you beginning installation.

a) Install the sanitary appliances, handrail set and macerator, in accordance with your drawing and as agreed by your tutor/assessor.

Hot and cold pipework should be 100 mm centre to centre.

All pipework should be clipped directly to the wall surface with the pipe brackets at a maximum 300 mm spacing to demonstrate the ability to clip competently.

Marking out and final measuring of installed components and pipework should be within +/- 2 mm.

The macerator should be installed as per manufacturer's instructions.

The handrail set should be installed as per Approved Document M.

Waste pipes should be installed to the correct fall.

Hot and cold supplies should be installed level and plumb.

WC should be installed as per manufacturer's instructions.

WHB should be installed to recommended height for the setting and as per manufacturer's instructions.

Hot water must be supplied via a blending valve that is set appropriately.

There should be no burns, scorches or excessive marking to walls/property.

The finished product should be aesthetically pleasing.

Good housekeeping should be maintained throughout the assessment.

b) Connect the electrical supply to the macerator from a suitably supplied fused spur connection following the safe isolation procedure.

You must connect the electrical supply to the macerator from a suitably supplied isolator.

The safe isolation procedure should be followed and must be directly observed by your tutor/assessor.

All power, interconnecting and control wiring must be in accordance with manufacturer's requirements and meet current UK regulations.

c) Commission the system and hand over to customer.

Once the installation has been completed, you must commission the system and hand over to customer.

The system must be commissioned as per the Commissioning Checklist template provided, with all the data recorded in full.

Your tutor/assessor must observe you carrying out the commissioning checks detailed in the Commissioning Checklist template.

You must record all data in full on the Commissioning Checklist template.

Following commissioning and testing, you will hand over to the customer. The handover should include:

- Demonstration of system operation.
- Maintenance requirements.

Your tutor/assessor will act as the customer during the handover and will capture notes on your performance.

d) Decommission the system.

Once your tutor/assessor has checked and verified the system and handover is complete, you must decommission the system.

Decommissioning procedure:

- Isolate electricity supply to the system as appropriate.
- Isolate water supply.
- Apply warning notices and signs.
- Drain system to a suitable location.
- Remove required pipework and appliances.
- Cap pipework sections as required.
- Repair and paint wall surfaces as required.

Additional evidence of your performance that must be captured for marking:

Tutor/assessor observations of:

• Health and safety.

•

- Installation of system and components.
 - Whether tolerances have been met for the measurement of pipework.
 - Whether there are excess/waste materials caused by inaccurate measurements.
 - Use of tools (bending and cutting equipment) and piping skills.
 - Results of tool usage.
 - The use of heat mats whilst soldering and the quality of pipework fabrication.
- Safe isolation
- Commissioning.
- Handover to customer.
- Decommissioning.

Photographs taken by your tutor/assessor at various stages of the task.

Candidate evidence

Completed commissioning checklist

Sanitation Commissioning Sheet		
Address	[College name]	
Engineer's Name	[Candidate name]	
Date	DD/MM/YY	
Soundness Test Record pressure and duration	1:5 x working pressure for 1 hr	
Air Test: AGDS	38 Lmbar for 3 mins	
Record pressure and duration		
Appliance 1:	Flow Rate:	Outlet Temperature:
	10Lpm	48°C
Appliance 2:	Flow Rate:	Outlet Temperature:
Appliance 3:	Flow Rate:	Outlet Temperature:
Appliance 4:	Flow Rate:	Outlet Temperature:
Appliance 5:	Flow Rate:	Outlet Temperature:
Check appliances for self-siphonage Y/N	Yes	
Check appliances for induced siphonage Y/N	Yes	

Performance test Satisfactory Y/N	Yes
Notes:	

Photographic evidence





Completed PO Form

Practical Observation (PO) Form (Task 2)

8710-36 T Level Technical Qualification in Building Services Engineering for Construction

8710-356 Plumbing Engineering (Summer 2024)

Candidate name	<first name=""> <surname></surname></first>
City & Guilds candidate No.	ABC1234
Date	
Provider name	<provider name=""></provider>

999999a

Task 2 assessment themes:

City & Guilds Provider No.

- Health and safety
 - Systems and components
 - o Installation
 - o Decommissioning
- Reports and information (commissioning checklist)
- Inspecting and testing of systems and components
- Handover and communication

Record observation notes below to inform internal marking and external moderation. Notes must be detailed, accurate and differentiating which use terminology from the mark grid along with specific examples observed. Notes must identify areas of strength and weakness, distinguish between different qualities of performance and to facilitate accurate allocation of marks once all evidence has been submitted.

Assessment theme	Assessor observation notes
Health and safety	Adhering to risk assessment during installation
 Risk assessment Risk mitigation Harm and probability factors Adherence to health and safety (including safe isolation) 	[candidate name] produced a good materials list before they started the installation process. They adhered to health and safety requirements by producing a risk assessment along with a good method statement. They wore all correct PPE and ensured their bay was tidy and safe before commencing any practical activities.

Systems and components (installation)	[candidate name] produced a good materials list before they started the installation process. They adhered to health and safety requirements by producing a risk assessment along with a good method statement. They wore all correct PPE and ensured their bay was tidy and safe before commencing any
 Measurements Sequencing Tolerances Tools Skills Systems and components (decommissioning) Sequencing Disposal Waste removal Techniques and finish 	practical activities. They began by dressing all sanitaryware and planning/marking out all Doc M handrails and supports. They used a spirit level to mark out where their pipe runs were to be installed, ensuring that 300 mm clipping distances and 100 mm pipe centres was achieved. They positioned and fixed the macerator, close coupled WC, WHB to the building fabric. They displayed good practical skills throughout this process. Some good level of pipework fabrication skills observed when the hot and cold supplies were installed. Some excessive solder applied to some joints making the appearance a bit untidy. They installed the TMV as close to the WHB as possible: they understood the operation of this component and installed it in an untidy position. Scorch marks were present due to excessive heat from their gas torch. When asked what they'd done, they replied that they should have used a heat mat. Installation of the soil stack was to an acceptable level, however the fall from the waste pipe from the macerator was too excessive and required rectification. They realised this and rectified the fall to current British Standards. Reasonable aesthetics achieved during this process and a slightly rushed/panicked work sequence was witnessed.
 Inspecting and testing of systems and components Commissioning tests Commissioning checks Reference to / follows manufacturer's instructions 	[candidate name] displayed limited knowledge when commissioning. They were very hesitant at times and had to reflect on the commissioning process. They pressure tested the pipework to 1.5 times working pressure for 1 hour, they had a couple of leaks on their hot water supply to their WHB. They took a temperature reading of their hot and cold supplies and set the TMV to 47 degrees C. Their pace was slow and hesitant. [candidate name] conducted performance testing of the WHB and tested the soil vent stack, 38 mbar for 3 minutes. [candidate name] struggled to interpret manufacturers' instructions on the commissioning of the macerator unit. All commissioning data collected was documented on the correct paperwork. A reasonable display of system handover and customer explanation was witnessed by [candidate name].
 Handover and communication Customer Care Demonstration of system Communication 	Good handover process displayed by [candidate name]. They cared for the building fabric by using heat protection equipment. Reasonable communication skills witnessed. Limited by sufficient demonstration of system operation and future maintenance.

Any other aspects

Internal assessor signature	Date
X	DD/MM/YY

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

Task 3 – Carry out maintenance

Assessment number (eg 1234-033)	8710-356
Assessment title	Plumbing Engineering Occupational Specialism
Candidate name	<first name=""> <surname></surname></first>
City & Guilds candidate No.	ABC1234
Provider name	<provider name=""></provider>

City & Guilds provider No.	999999a
Task(s)	3
Evidence title / description	A written report of the maintenance activity

Evidence title / description	A written report of the maintenance activity.
Date submitted by candidate	DD/MM/YY

Task

Assessment themes:

- Health and safety
- Reports and information (written report of the maintenance activity)
- Handover and communication
- Working with faults

You must:

a) Discuss the fault with the customer, investigate and diagnose.

You must discuss the fault with your tutor/assessor to determine the cause of the fault and suggest appropriate methods for repair. You will be assessed on your ability to ask relevant questions to determine the fault and to select a suitable solution.

Your tutor/assessor will act as the customer during the maintenance discussion and record any feedback.

You will inspect a pre-installed operational twin impellor shower booster pump with faults placed on various components for you to diagnose and locate.

You will carry out testing to identify one fault as given by your tutor/assessor and replace the faulty component. If you do not initially identify the faulty component, you are allowed to be prompted by your tutor/assessor, but this will be reflected in the marking.

Once you have diagnosed the fault, you should check with your tutor/assessor to ensure this has been done correctly. If you require additional feedback and guidance, this will be reflected in the marking.

b) Produce a written report detailing the maintenance activity.

Once fault diagnosis is confirmed, you must produce a written report detailing the maintenance activity to include:

- Details of the fault.
- How to repair the fault.
- Details of how to reinstate the system.

c) Repair and rectify fault

This task requires you to:

- Isolate and/or drain down the system safely.
- Apply temporary continuity bonding as required.
- Install replacement component as required.
- Refill system and commission in line with manufacturer's instructions.

Additional evidence of your performance that must be captured for marking:

Tutor/assessor observations of:

- Health and safety.
- Communication with customer.
- Working with faults.
 - Results of tool usage, taking into consideration any tooling marks.
 - Re-commissioning of the system following component replacement.
- Handover.

Photographs taken by your tutor/assessor at various stages of the task.

Candidate evidence

Completed written report of maintenance activity

Fault:
Description of fault diagnosis
Power shower not operating
No water coming out of shower head
Possible solutions
Scaled shower-head
Faulty shower pump
Blocked pipework
Actions taken to rectify fault
Check shower head for scale, all okay
Check for blockages, non found
Isolate water + electric
Dismantle pump
Replace flow switch
Run + Test, all okay

Completed PO Form

Practical Observation (PO) Form (Task 3)

8710-36 T Level Technical Qualification in Building Services Engineering for Construction 8710-356 Plumbing Engineering (Summer 2024)

Candidate name	<first name=""> <surname></surname></first>
City & Guilds candidate No.	ABC1234
Date	DD/MM/YYheat
Provider name	<provider name=""></provider>
City & Guilds Provider No.	999999a

Task 3 assessment themes:

- Health and safety
- Reports and information (written report of the maintenance activity)
- Handover and communication
- Working with faults

Record observation notes below to inform internal marking and external moderation. Notes must be detailed, accurate and differentiating which use terminology from the mark grid along with specific examples observed. Notes must identify areas of strength and weakness, distinguish between different qualities of performance and to facilitate accurate allocation of marks once all evidence has been submitted.

Assessment theme	Assessor observation notes
Health and safety	Adhering to risk assessment whilst carrying out maintenance
 Risk assessment Risk mitigation Harm and probability factors Adherence to health and safety 	[candidate name] followed all health and safety procedures. They completed a risk assessment before commencing any practical activities. A good level of health and safety awareness displayed by them.
Handover andcommunicationCustomer CareCommunication	<i>Discussing the fault with the customer</i> Their fault was no water coming from the shower unit. They stated that a scaled shower head, faulty shower pump of blocked pipework may be the cause. A limited communication level of customer skills displayed.

Wo	rking with faults	[candidate name] adapted a slow nervous sequence of fault finding, struggling at	
٠	Systematically /	times, they needed to take a step back and reflect. Their fault was no water	
	logically	coming from shower unit. They stated that a scaled shower head, faulty shower	
٠	Knowledge of fault-	pump or blocked pipework may be the cause. They investigated and checked	
	finding techniques	the shower head scale – it was fine. They went on to see if water was feeding	
•	Reference to /	the shower which it was. They then isolated the electrics and water supply to the	
	follows	shower pump and found out that a defective flow sensor was the route to the	
	manufacturer's	problem. They replaced the sensor, reinstated the shower pump and ran and	
	instructions	tested the system. All was fine and left operational.	
٠	Fault rectification		
٠	Efficiency /		
	accuracy		
٠	Use of tools		

Any other aspects

Internal assessor signature Date X DD/MM/YY

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.



Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

Should you require assistance, please contact us using the details below:

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W: http://www.cityandguilds.com/tlevels

Web chat available here.

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