Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment (PAT) and the Management Requirements for the Maintenance of Electrical Equipment (2377)

V2.2 September 2017
## Qualification at a glance

<table>
<thead>
<tr>
<th>Subject area</th>
<th>Construction and the Built Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>City &amp; Guilds number</td>
<td>2377</td>
</tr>
<tr>
<td>Age group approved</td>
<td>18+</td>
</tr>
<tr>
<td>Assessment</td>
<td>Online Multiple Choice Test Practical Test</td>
</tr>
<tr>
<td>Fast track</td>
<td>Automatic Approval is available in certain cases.</td>
</tr>
<tr>
<td>Support materials</td>
<td>Centre handbook Assesment pack</td>
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<tr>
<td>Registration and certification</td>
<td>Consult the Walled Garden/Online Catalogue for last dates</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Title and level</th>
<th>GLH</th>
<th>TQT</th>
<th>City &amp; Guilds number</th>
<th>Accreditation number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3 Award in the In-Service Inspection and Testing of Electrical Equipment (PAT)</td>
<td>35</td>
<td>40</td>
<td>2377-22</td>
<td>600/3597/3</td>
</tr>
<tr>
<td>Level 3 Award in the Management Requirements for the Maintenance of Electrical Equipment</td>
<td>35</td>
<td>40</td>
<td>2377-32</td>
<td>600/3528/6</td>
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</table>

<table>
<thead>
<tr>
<th>Version and date</th>
<th>Change detail</th>
<th>Section</th>
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<tbody>
<tr>
<td>1.1 Mar 2012</td>
<td>Amended UAN for Unit 101/102</td>
<td>Structure and Units</td>
</tr>
<tr>
<td>1.2 June 2012</td>
<td>Clarification of test specification</td>
<td>Assessments</td>
</tr>
<tr>
<td>1.3 April 2013</td>
<td>Approved age group changed Minor amendment to assessment criteria 2.1 in unit 101/102</td>
<td>Qualification at a glance</td>
</tr>
<tr>
<td>1.4 October 2013</td>
<td>New UAN and new Unit number for Unit 101/102, now unit 301/302</td>
<td>Structure and Units</td>
</tr>
<tr>
<td>Date</td>
<td>Description</td>
<td>Category</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>2.0 December 2013</td>
<td>Change City &amp; Guilds unit numbers 301 and 302 to 601 and 602.</td>
<td>Structure and Units</td>
</tr>
<tr>
<td>2.1 April 2015</td>
<td>Minor amendment to range P14</td>
<td>Units</td>
</tr>
<tr>
<td>2.2 September 2017</td>
<td>Added TQT and GLH, Deleted QCF</td>
<td>Qualification at a glance, Appendix 1 Sources of general information</td>
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<tr>
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<td><strong>Units</strong></td>
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<td></td>
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<td>equipment (PAT)</td>
<td></td>
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<td></td>
<td>Unit 201 Management requirements for the maintenance of electrical</td>
<td>19</td>
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<td></td>
<td>equipment</td>
<td></td>
</tr>
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<td><strong>Appendix 1</strong></td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>Sources of general information</td>
<td></td>
</tr>
</tbody>
</table>
1 Introduction

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who are the qualifications for?</td>
<td>These qualifications are aimed at those with administrative responsibilities for the maintenance of electrical equipment and for those undertaking practical inspection and testing of electrical equipment. It also allows those with an administrative responsibility for the testing and inspection of electrical equipment to gain a qualification suitable to their job role.</td>
</tr>
<tr>
<td>What do the qualifications cover?</td>
<td>They allow candidates to learn, develop and practise the skills required to test portable electrical appliances with the Code of Practice for In-Service Inspection and Testing of Electrical Equipment. If you already work as an electrician it will add another string to your bow and can help you move up in the industry.</td>
</tr>
<tr>
<td>Who did we develop the qualification with?</td>
<td>The qualifications are endorsed by SummitSkills the Sector Skills Council for the building services engineering sector.</td>
</tr>
</tbody>
</table>
| What opportunities for progression are there? | They allow candidates to progress into employment or to the following City & Guilds qualifications:  
  - Level 3 Award in the Requirements Electrical Installations BS 7671 (2382)  
  - Level 3 Award in the Initial Verification and Certification of Electrical Installations (2394)  
  - Level 3 Award in the Periodic Inspection, Testing and Certification of Electrical Installations (2395)  
  - Level 4 Award in the Design and Verification of Electrical Installations (2396)  
  
City & Guilds Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment and the Management Requirements for the Maintenance of Electrical Equipment (2377)
Structure

To achieve the Level 3 Award in the In-Service Inspection and Testing of Electrical Equipment (PAT), learners must achieve 4 credits from the mandatory unit 601/602.

<table>
<thead>
<tr>
<th>Unit accreditation number</th>
<th>City &amp; Guilds unit</th>
<th>Unit title</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>K/505/0183</td>
<td>601/602</td>
<td>In-service inspection and testing of electrical equipment (PAT)</td>
<td>4</td>
</tr>
</tbody>
</table>

To achieve the Level 3 Award in the Management Requirements for the Maintenance of Electrical Equipment, learners must achieve 4 credits from the mandatory unit 201.

<table>
<thead>
<tr>
<th>Unit accreditation number</th>
<th>City &amp; Guilds unit</th>
<th>Unit title</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>A/503/5347</td>
<td>201</td>
<td>Management requirements for the maintenance of electrical equipment</td>
<td>4</td>
</tr>
</tbody>
</table>

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

<table>
<thead>
<tr>
<th>Title and level</th>
<th>GLH</th>
<th>TQT</th>
</tr>
</thead>
<tbody>
<tr>
<td>City &amp; Guilds Level 3 Award In the In-Service Inspections and Testing of Electrical Equipment (PAT)</td>
<td>35</td>
<td>40</td>
</tr>
<tr>
<td>Level 3 Award in the Management Requirements for the Maintenance of Electrical Equipment</td>
<td>35</td>
<td>40</td>
</tr>
</tbody>
</table>
2 Centre requirements

Approval

If your Centre is approved to offer the qualification Level 3 Certificate in Management of Electrical Equipment Maintenance (2377-11) you will receive automatic approval to run the Level 3 Award in the Management Requirements for the Maintenance of Electrical Equipment (2377-32). If you are approved to run the Level 3 Certificate for the Inspection and Testing of Electrical Equipment (2377-12), you will receive automatic approval to run the Level 3 Award in the In-service Inspection and Testing of Electrical Equipment (PAT) (2377-22).

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information. Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Physical resources

Centres must adhere to the most recent version of the IEE Code of Practice for In-Service Inspection and Testing of Electrical Equipment published by the Institute of Engineering and Technology (IET) when delivering these qualifications.

The candidate should also have access to the following equipment:

• Portable appliance equipment
• A minimum of one Class 1 (e.g. iron, traditional kettle, toaster) and one Class 2 (e.g. vacuum cleaner, double insulated electric drill) piece of equipment to be tested.
• Standard electrician toolkit.

Centre staffing

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

• be technically competent in the areas 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

City & Guilds Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment and the Management Requirements for the Maintenance of Electrical Equipment (2377)
• hold qualifications in the management and competence in inspection and testing.
• have credible experience of providing training.

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

Assessors and internal verifiers
Assessor/Verifier (A/V) units are valued as qualifications for centre staff, but they are not currently a requirement for the qualifications.

Continuing professional development (CPD)
Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Candidate entry requirements
City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

It is expected that candidates attempting either qualification should be familiar with electrical systems and hazards of electricity in order to satisfactorily complete these qualifications.

Level 3 Electrotechnical NVQ is the qualification that indicates to industry an individual is qualified. These qualifications are designed to provide expertise and focus on IEE’s Code of Practice for In-Service Inspection and Testing of Electrical Equipment.

Without evidence of formal qualifications, candidates must be able to demonstrate adequate prior knowledge and expertise to ensure they have the potential to successfully gain the qualifications. Centres are required to conduct a practical test to evaluate the candidate’s ability to undertake electrical inspection and testing in a competent manner for the inspection and testing qualifications.

Age restrictions
City & Guilds cannot accept any registrations for candidates under 18 as these qualifications are not approved for under 18s.
3 Delivering the qualification

Initial assessment and induction
An initial assessment of each candidate should be made before the start of their programme to identify:
- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualification
- the appropriate type and level of qualification.

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

Support materials
The following resources are available for these qualifications:

<table>
<thead>
<tr>
<th>Description</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam Success IEE Code of Practice</td>
<td><a href="mailto:learningmaterials@cityandguilds.com">learningmaterials@cityandguilds.com</a></td>
</tr>
</tbody>
</table>
4 Assessment

Candidates must:
• successfully complete one online multiple choice test for each mandatory unit
• successfully complete one practical test covering learning outcome 7 of the in-service inspection and testing of Electrical Equipment

City & Guilds has written the following assessments to use with this qualification:
• online multiple choice tests, using e-volve
• practical test

Test specifications
The way the knowledge is covered by each test is laid out in the table[s] below:

Test 1: Unit 601/602 (Online multiple choice)
Duration: 1 hour 45 mins

<table>
<thead>
<tr>
<th>Unit</th>
<th>Outcome</th>
<th>Number of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>601/602</td>
<td>1 Understand the statutory and non-statutory requirements relevant to the management of electrical equipment maintenance</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>2 Understand the electrical units of measurement associated with in-service inspection and testing of electrical equipment</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>3 Understand how equipment construction and classification reduces the risk of electric shock</td>
<td>11</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>4 Understand the procedures for the in-service inspection and testing of electrical equipment</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>5 Understand how to carry out combined inspection and testing</td>
<td>18</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td>6 Understand the information contained on documentation in-service inspection and testing of electrical equipment</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

City & Guilds Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment and the Management Requirements for the Maintenance of Electrical Equipment (2377)
City & Guilds Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment and the Management Requirements for the Maintenance of Electrical Equipment (2377)
### Test 1: Unit 201 (Online multiple choice)

**Duration:** 1 hour 20 mins

<table>
<thead>
<tr>
<th>Unit</th>
<th>Outcome</th>
<th>Number of questions</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>201</td>
<td>1 Understand the statutory and non-statutory requirements relevant to the management of electrical equipment maintenance</td>
<td>11</td>
<td>27.5</td>
</tr>
<tr>
<td></td>
<td>2 Understand how equipment construction and classification reduces the risk of electric shock</td>
<td>11</td>
<td>27.5</td>
</tr>
<tr>
<td></td>
<td>3 Understands the requirements for the inspection and testing procedures for electrical equipment</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>4 Understand the audit and documentation procedures for the management and in-service inspection and testing of electrical equipment</td>
<td>5</td>
<td>12.5</td>
</tr>
<tr>
<td></td>
<td>5 Understand the training that is required for managers, inspectors and users of electrical equipment</td>
<td>5</td>
<td>12.5</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>40</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Please note that the online tests are open book. Learners are permitted to take the following into the test:

- IET code of practice for In-Service Inspection and Testing of Electrical Equipment.
- A non-programmable calculator.
5 Units

Availability of units
They are also on The Register of Regulated Qualifications:
http://register.ofqual.gov.uk/Unit

Structure of units
These units each have the following:
• City & Guilds reference number
• unit accreditation number
• title
• level
• credit value
• guided learning hours
• unit aim
• relationship to NOS, other qualifications and frameworks
• endorsement by a sector or other appropriate body
• information on assessment
• learning outcomes which are comprised of a number of assessment criteria
### Learning outcome

The learner will:

1. understand the statutory and non-statutory requirements relevant to the management of electrical equipment maintenance

### Assessment criteria

The learner can:

1.1 specify the requirements of **statutory and non-statutory acts and regulations** in relation to maintenance of electrical equipment

1.2 state the scope of legislation with regard to the system voltage

1.3 identify premises to which the Acts and Regulations apply

1.4 identify the guidance given by the Health and Safety Executive relating to electrical equipment

1.5 explain the legal requirement to maintain electrical equipment in a safe condition

1.6 state the reasons for inspecting and testing electrical equipment and systems

1.7 identify the scope of the code of practice for the in service inspection and testing of electrical equipment

### Learning outcome

The learner will:

2. understand the electrical units of measurement associated with in-service inspection and testing of electrical equipment
### Assessment criteria
The learner can:

2.1 identify SI units of measurement in relation to electrical equipment inspection and testing

2.2 identify the multiples and sub multiples of SI units

### Learning outcome
The learner will:

3. understand how equipment construction and classification reduces the risk of electric shock.

### Assessment criteria
The learner can:

3.1 Identify the types of electrical equipment:

3.2 state the classification of equipment construction:

3.3 identify relevant construction and identification marks

3.4 state how electric shock occurs

3.5 state methods used to reduce the risk of electric shock from equipment

3.6 state how equipment construction protects against electric shock

3.7 explain the effects of conductor resistance

3.8 identify situations that require the use of RCDs

### Learning outcome
The learner will:

4. understand the procedures for the in service inspection and testing of electrical equipment

### Assessment criteria
The learner can:

4.1 identify the types of in-service inspection and testing

4.2 state the factors which determine the initial frequency of inspecting and testing

4.3 identify the initial frequencies of inspection and testing of equipment

4.4 specify what needs to be considered when carrying out a formal visual inspection.

### Learning outcome
The learner will:

5. understand how to carry out combined inspection and testing

### Assessment criteria
The learner can:

5.1 identify tests that are suitable for the different types and classifications of in service equipment

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City & Guilds Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment and the Management Requirements for the Maintenance of Electrical Equipment (2377)
5.2 identify the range of test instruments that can be used for testing electrical equipment
5.3 explain the need for test instruments to be calibrated and in good working order
5.4 calculate the resistance of the flexible cable conductors and protective conductors
5.5 specify how to carry out earth continuity testing
5.6 specify how to carry out insulation resistance testing
5.7 specify how to carry out the protective conductor/touch current test
5.8 specify how to carry out polarity checks.
5.9 specify how to carry out functional and load checks
5.10 describe the requirement for testing RCDs incorporated into extension leads and multi-way adaptors
5.11 specify the requirements for testing appliance cord sets
5.12 specify the particular requirements for equipment that has a high protective conductor current.
5.13 interpret results that come from testing

Learning outcome

The learner will:
6. understand the information contained in documentation in-service inspection and testing of electrical equipment.

Assessment criteria

The learner can:
6.1 explain the purpose of in service inspection and testing documentation
6.2 specify the actions to be taken with damaged or faulty equipment
6.3 state why records should be kept throughout the lifetime of the equipment

Learning outcome

The learner will:
7. be able to inspect and test items of electrical equipment.

Assessment criteria

The learner can:
7.1 inspect and test items of hand held or portable electrical equipment to current industry standards
   • Class I
   • Class II incorporating unearthed metal
7.2 complete appropriate documentation
   • VI.1 Equipment register
   • VI.2 Equipment formal visual and combined inspection and test record.
   • label
Range

Statutory and non-statutory acts and regulations

Units of measurement
Ohm (Resistance and Impedance), Watt (Power), Hertz (Frequency), Ampere (Current), Volt

Units
Mega, kilo, milli

Types (LO3)
Portable, moveable/transportable, hand held, stationary, fixed, built in, I.T, extension leads and RCD extension leads, multi-way adaptors and RCD adaptors,

Classifications
Class I, Class II, Class III, Class O, Class O1

Method
Insulation, barriers and enclosures, earthing of equipment, over current protection, RCDs, SELV

Effects
CSA, length, disconnection times

Situations
In relation to:
Equipment, appliances, extension leads, multi-way adaptors

Types (LO4)
User checks – including items which the user should check before use
Formal visual inspection, combined inspection and testing

Factors
The environment, the users handling, equipment construction, the equipment type

Formal visual inspection
- preliminary inspection procedures
- suitability of electrical equipment for the environment (including IP coding)
• suitability of the electrical equipment for its intended use
• evidence of care and correct use of the equipment and connecting cable or lead
• isolation of the equipment from the supply prior to inspection including:
  o the means of isolation is accessible
  o isolating of certain items of equipment (such as: IT and uninterruptible power supplies UPS)
• adequacy of the fixed installation to supply the electrical appliance:
  o damaged/overloaded accessories – socket outlets etc
  o advise on the needs to have fixed installation regularly inspected
• requirements for inspecting BS1363 plugs including the two general BS1362 fuse sizes (3A and 13A)
• the general condition of the equipment and connecting cable or lead (overheating etc)
• particular requirements of cables, leads and extension leads including the correct cross sectional area (CSA) mm²
• ensuring the requirements of the Plugs and Sockets etc (Safety) Regulations 1994 are met

Earth continuity testing
Using the ‘hard and soft’ test methods

Documentation
• an equipment register
• an equipment formal visual and combined inspection and test record
• equipment labels
• repair register
• faulty equipment register
• interpretation of results

Actions
Calibration, test instrument records
### Unit 201
Management requirements for the maintenance of electrical equipment

<table>
<thead>
<tr>
<th>UAN:</th>
<th>A/503/5347</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level:</td>
<td>3</td>
</tr>
<tr>
<td>Credit value:</td>
<td>4</td>
</tr>
<tr>
<td>GLH:</td>
<td>35</td>
</tr>
</tbody>
</table>

**Endorsement by a sector or regulatory body:**
This unit is endorsed by SummitSkills, the Sector Skills Council for the building services engineering sector.

**Aim:**
This unit gives those with responsibilities for the maintenance of electrical equipment an understanding of the practical application of their safety obligations.

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### Learning outcome

**The learner will:**

1. understand the statutory and non-statutory requirements relevant to the management of electrical equipment maintenance

### Assessment criteria

**The learner can:**

1.1 specify the requirements of **statutory and non-statutory acts and regulations** in relation to maintenance of electrical equipment

1.2 state the scope of legislation with regard to the system voltage

1.3 identify premises to which the Acts and regulations apply.

1.4 identify the guidance given by the Health and Safety Executive relating to electrical equipment

1.5 explain the legal requirement to maintain electrical equipment in a safe condition

1.6 state the reasons for inspecting and testing electrical equipment and systems

1.7 identify the scope of the code of practice for the in service inspection and testing of electrical equipment
### Learning outcome

The learner will:

2. understand how equipment construction and classification reduces the risk of electric shock

### Assessment criteria

The learner can:

2.1 identify the **types** of electrical equipment
2.2 state the **classification** of equipment construction
2.3 identify relevant construction and identification marks
2.4 state how electric shock occurs
2.5 state how basic and fault protection is used to prevent electric shock
2.6 state how equipment construction protects against electric shock

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### Learning outcome

The learner will:

3. understand the requirements for the inspection and testing procedures for electrical equipment

### Assessment criteria

The learner can:

3.1 identify the types of in-service inspection and testing
3.2 identify the factors which determine the initial frequency of inspecting and testing
3.3 identify the in-service inspections and tests that are required.
3.4 identify instruments that are suitable for testing electrical equipment

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### Learning outcome

The learner will:

4. understand the audit and documentation procedures for the management and in-service inspection and testing of electrical equipment

### Assessment criteria

The learner can:

4.1 explain the purpose of in-service inspection and testing documentation
4.2 explain the **reason** for maintaining test instruments
4.3 specify the actions to be taken with damaged or faulty equipment
4.4 state the action to be taken with repaired equipment prior to being returned to service
4.5 state why records should be kept throughout the lifetime of equipment

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**City & Guilds Level 3 Awards in the In-Service Inspection and Testing of Electrical Equipment and the Management Requirements for the Maintenance of Electrical Equipment (2377)**
The learner will:
5. understand the training that is required for managers, inspectors and users of electrical equipment.

**Assessment criteria**

The learner can:
5.1 identify the **training requirements for users of equipment**
5.2 identify the **training requirements for managers**
5.3 state the level of competency required for inspectors

**Range**

**Statutory and non-statutory acts and regulations**

**Types**
Portable, moveable/transportable, hand held, stationary, fixed, built in, I.T, extension leads and RCD extension leads, multi-way adaptors and RCD adaptors, microwave ovens

**Classifications**
Class I, Class II, Class III, Class O, Class 01

**Documentation**
An equipment register; and having a control system for electrical equipment in the workplace, an equipment formal visual and combined inspection and test record, equipment labels, faulty equipment register

**Reason**
Calibration, test instrument records

**Training requirements for users of equipment**
Visually inspecting the equipment prior to use, checking the suitability of the equipment for the environment and the job, reporting faults or suspected faults, the safe use of equipment

**Training requirements for managers**
Undertake risk assessment in the workplace, maintain records of electrical maintenance, interpret the results of electrical tests
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 Centres and Training Providers homepage on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications 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 homepage** section of the City & Guilds website also contains useful information such as:

- **Walled Garden**: how to register and certificate candidates on line
- **Events**: dates and information on the latest Centre events
- **Online assessment**: how to register for e-assessments.
# Useful contacts

<table>
<thead>
<tr>
<th><strong>UK learners</strong></th>
<th><strong>International learners</strong></th>
<th><strong>Centres</strong></th>
<th><strong>Single subject qualifications</strong></th>
<th><strong>International awards</strong></th>
<th><strong>Walled Garden</strong></th>
<th><strong>Employer</strong></th>
<th><strong>Publications</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>General qualification information</td>
<td>T: +44 (0)844 543 0033 E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></td>
<td>T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></td>
<td>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results</td>
<td>T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: <a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></td>
<td>T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413</td>
<td>T: +44 (0)121 503 8993 E: <a href="mailto:business@cityandguilds.com">business@cityandguilds.com</a></td>
<td>T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413</td>
</tr>
</tbody>
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The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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