

Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment (6188-22)

Candidate performance evidence logbook
600/0143/4



www.cityandguilds.com
February 2012
Version 1.0

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

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).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0033

F +44 (0)20 7294 2413

www.cityandguilds.com

learnersupport@cityandguilds.com

Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment (6188-22)



www.cityandguilds.com
February 2012
Version 1.0

Candidate performance evidence logbook

| Qualification title | Number | QAN |
|--|---------|------------|
| Level 2 NVQ Diploma in Planned Reactive Maintenance on Heating and Ventilating Equipment | 6188-22 | 600/0143/4 |

City & Guilds
Believe you can



www.cityandguilds.com

Contents

| | | |
|-------------------|--|-----------|
| 1 | About your candidate logbook | 5 |
| 2 | The assessment process | 7 |
| 3 | Using your logbook | 8 |
| 4 | Qualification structures | 9 |
| 5 | Overall Unit Sign-off | 10 |
| Unit 210 | Apply safe working practices in building services engineering working environment | 11 |
| Unit 222 | Service and maintain industrial and commercial heating and ventilation systems | 14 |
| | On Site Assessment Plan / Feedback | 22 |
| | On Site Observation Report | 23 |
| | Supplementary Evidence Sheet | 24 |
| | Oral Questioning Supplementary Evidence Sheet | 25 |
| | Photographic Supplementary Evidence | 26 |
| | Workplace Recorder Details | 27 |
| | Assessor Continuation Sheet | 28 |
| | Signature Sheet | 29 |
| Appendix 1 | Summary of City & Guilds assessment policies | 30 |

City & Guilds
Believe you can



www.cityandguilds.com

1 About your candidate logbook

1.1 Contact details

| | |
|--|--|
| Candidate name | |
| Candidate enrolment no | |
| Centre name | |
| Centre number | |
| Programme start date | |
| Date of registration with City & Guilds | |

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

| | |
|----------------------------------|--|
| Your Assessor(s) | |
| Your Internal Verifier | |
| Quality Assurance Contact | |

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units, which are assessed by your performance at work, in the City & Guilds' **Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment (6188-22)**. It contains forms you can use to record your evidence of what you have done.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 The assessment process

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

3 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

4 Qualification structures

To achieve the **Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment (6188-22)**, learners must achieve 86 credits from all ten mandatory units in the table shown below. This Logbook includes only those units assessed by performance in the workplace (marked with an *).

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value | GLH |
|----------------------------------|--------------------------------------|--|---------------------|------------|
| J/602/2479 | 201 | Understand and carry out safe working practices in building services engineering | 10 | 88 |
| J/602/2482 | 202 | Understand how to communicate with others within building services engineering | 3 | 28 |
| D/602/2486 | 203 | Understand how to apply environment protection measures within BSE | 4 | 38 |
| J/602/2496 | 204 | Understand how to apply scientific principles within MES | 7 | 66 |
| A/602/2768 | 205 | Understand and carry out site preparation and fabrication techniques for industrial and commercial systems | 40 | 356 |
| J/602/4927 | 206 | Understand industrial and commercial hot and cold water system maintenance techniques | 6 | 57 |
| L/602/4928 | 207 | Understand industrial and commercial hot water heating system maintenance techniques | 5 | 45 |
| T/602/2493 | *210 | Apply safe working practices in building services engineering working environment | 2 | 4 |
| R/602/4929 | 221 | Understand industrial and commercial air system maintenance techniques | 5 | 45 |
| J/602/4930 | *222 | Service and maintain industrial and commercial heating and ventilation systems | 4 | 6 |

5 Overall Unit Sign-off

The following units are included in the rules of combination for the **Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment (6188-22)**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

| City & Guilds unit | Unit title | Unit Achieved Yes/No | Assessor Initials | Date |
|-------------------------------|---|-----------------------------|--------------------------|-------------|
| 210 | Apply safe working practices in building services engineering working environment | | | |
| 222 | Service and maintain industrial and commercial heating and ventilation systems | | | |

Unit 210

Apply safe working practices in building services engineering working environment

Level: 2

Credit value: 2

UAN: T/602/2493

| Outcome 1 | | Be able to demonstrate personal health and safety precautions in the workplace | | |
|------------------|---|---|-------------------|--------------------|
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | demonstrate that appropriate personal protective equipment is used throughout work activities | | | |
| 2 | ensure that health & safety precautions are in place: | | | |
| | • first aid kit provision | | | |
| | • fire extinguisher provision | | | |
| 3 | demonstrate safe manual lifting techniques. | | | |

| Outcome 2 | | Be able to prepare and use access equipment in the workplace | | |
|------------------|--|---|-------------------|--------------------|
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | use risk assessments to identify safe methods of working at height | | | |
| 2 | check access equipment for safe condition prior to use | | | |
| 3 | perform the safe erection of access equipment | | | |
| 4 | demonstrate the safe use of access equipment. | | | |

| Outcome 3 | | Be able to check that the work area is safe in order to carry out work | | |
|------------------|--|---|-------------------|--------------------|
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | carry out a check of the work location for health and safety hazards | | | |
| 2 | verify that access and exit routes to and from the immediate work location are safe and free from obstructions | | | |
| 3 | demonstrate safe working practices when working with heat producing equipment. | | | |

| | | | | |
|------------------|---|--------------------|-------------------|--------------------|
| Outcome 4 | Be able to liaise with those responsible for health and safety in the workplace | | | |
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | demonstrate methods of recording accidents in the accident book in accordance with company procedures | | | |
| 2 | demonstrate methods of reporting hazards and accidents in accordance with company procedures. | | | |

Unit 210

Apply safe working practices in building services engineering working environment

Declaration

I confirm that the evidence supplied for this unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

| | |
|-----------------------------|--|
| Candidate Name: | |
| Candidate Signature: | |
| Date: | |

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

| | |
|----------------------------|--|
| Assessor Name: | |
| Assessor Signature: | |
| Date: | |

| | |
|----------------------|--|
| IV Name: | |
| IV Signature: | |
| Date: | |

Unit 222

Service and maintain industrial and commercial heating and ventilation systems

Level: 2

Credit value: 4

UAN: J/602/4930

| Outcome 1 | Be able to complete preparation work for industrial and commercial heating and ventilation systems service and maintenance activities | | | |
|--|---|--------------------|-------------------|--------------------|
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | check the work location and report factors that will impact on the work to the supervisor or line manager | | | |
| 2 | source appropriate job information and documentation for heating and ventilation system service and maintenance requirements including: | | | |
| | systems: | | | |
| | • cold water: one of the following: | | | |
| | – storage (indirect) | | | |
| | – non storage (direct) | | | |
| | • hot water: one of the following: | | | |
| | – open vented | | | |
| | – storage (indirect) | | | |
| | – unvented | | | |
| | – secondary circulation | | | |
| | – instantaneous (plate heat exchanger) | | | |
| | • heating: one of the following: | | | |
| | – low temperature hot water | | | |
| | – medium temperature hot water | | | |
| | • air: one of the following: | | | |
| | – air conditioning systems | | | |
| | – heat rejection systems | | | |
| – tempered air ventilation systems | | | | |
| • job information and documentation: | | | | |
| – statutory regulations | | | | |
| – codes of practice | | | | |
| – industry standards | | | | |
| – industry guides/good practice guides | | | | |
| – verbal instructions | | | | |

| | | | | |
|----|--|--|--|--|
| 3 | use job information and documentation to ensure that the following is fit for purpose: | | | |
| | <ul style="list-style-type: none"> • equipment | | | |
| | <ul style="list-style-type: none"> • tools | | | |
| 4 | identify the points in the work process where liaison with other persons may be necessary: | | | |
| | <ul style="list-style-type: none"> • other site workers | | | |
| | <ul style="list-style-type: none"> • site visitors | | | |
| | <ul style="list-style-type: none"> • supervisor or line manager | | | |
| 5 | demonstrate that job information on key aspects of the work has been issued to relevant people including user instructions or manufacturer's instructions | | | |
| 6 | demonstrate that authorisation has been obtained from the relevant person(s) prior to commencement of the work, from one of the following: | | | |
| | <ul style="list-style-type: none"> • other site workers | | | |
| | <ul style="list-style-type: none"> • site visitors | | | |
| | <ul style="list-style-type: none"> • supervisor or line manager | | | |
| 7 | note any pre work damage or defects to existing equipment or building features, should it exist, and report it to the job supervisor or line manager | | | |
| 8 | demonstrate that suitable personal protective equipment has been worn throughout the duration of work preparation activities | | | |
| 9 | check that the resources needed to complete the job are free from damage and take appropriate action should any defects be found | | | |
| 10 | complete preparatory work for the service and maintenance of heating and ventilation systems, to include: | | | |
| | <ul style="list-style-type: none"> • use of material and equipment requisites where appropriate | | | |
| | <ul style="list-style-type: none"> • confirmation that the selection of material, equipment and components are compatible to the installation | | | |
| | <ul style="list-style-type: none"> • confirmation that the work location is ready for service and maintenance activities | | | |
| | <ul style="list-style-type: none"> • confirmation of secure site storage for tools, equipment, materials and components | | | |
| | <ul style="list-style-type: none"> • confirmation of suitable access equipment | | | |
| | <ul style="list-style-type: none"> • confirmation of suitable lifting equipment where required. | | | |

| Outcome 2 | Be able to service industrial and commercial heating and ventilation systems, equipment and components | | | |
|---|---|--------------------|-------------------|--------------------|
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | check that the relevant information is available in order to carry out maintenance work | | | |
| 2 | check that materials, tools and equipment are available for the specified maintenance activity | | | |
| 3 | demonstrate that liaison has taken place with the supervisor or line manager at the key points within the routine maintenance activities to minimise disruption to work routines | | | |
| 4 | perform work activities for routine maintenance that complies with industry specifications and manufacturer's instructions, for hot and cold water system and components including: | | | |
| | all of the following: | | | |
| | <ul style="list-style-type: none"> • cold water storage cistern | | | |
| | <ul style="list-style-type: none"> • pressure booster sets | | | |
| | <ul style="list-style-type: none"> • hot water storage vessels | | | |
| | <ul style="list-style-type: none"> • appliance control valve or tap, terminal fittings | | | |
| | and a minimum of any two from the following: | | | |
| | <ul style="list-style-type: none"> • electric and gas water heaters | | | |
| | <ul style="list-style-type: none"> • stop valves | | | |
| | <ul style="list-style-type: none"> • shower mixing valves | | | |
| | <ul style="list-style-type: none"> • blending valves | | | |
| | <ul style="list-style-type: none"> • mixing valves | | | |
| <ul style="list-style-type: none"> • circulating pumps (bronze) | | | | |
| <ul style="list-style-type: none"> • expansion vessels | | | | |
| <ul style="list-style-type: none"> • RPZ valves | | | | |
| 5 | perform work activities for routine maintenance that ensure the continued effective operation of the hot and cold water systems and components | | | |
| 6 | perform work activities for routine maintenance that complies with industry specifications and manufacturer's instructions, for hot water heating systems and components including: | | | |
| | one from the following: | | | |
| | <ul style="list-style-type: none"> • low temperature hot water | | | |
| | <ul style="list-style-type: none"> • medium temperature hot water | | | |
| | and a minimum of six from the following: | | | |
| | <ul style="list-style-type: none"> • hot water storage vessels | | | |
| | <ul style="list-style-type: none"> • radiators | | | |
| <ul style="list-style-type: none"> • convector heaters, natural and assisted | | | | |
| <ul style="list-style-type: none"> • panel heaters | | | | |

| | | | | |
|---|---|--|--|--|
| | <ul style="list-style-type: none"> • ceiling coils | | | |
| | <ul style="list-style-type: none"> • thermostatic control of heating systems | | | |
| | <ul style="list-style-type: none"> • time control of heating systems | | | |
| | <ul style="list-style-type: none"> • energy management systems | | | |
| | <ul style="list-style-type: none"> • storage calorifiers | | | |
| | <ul style="list-style-type: none"> • non-storage calorifiers | | | |
| | <ul style="list-style-type: none"> • feed and expansion cisterns | | | |
| | <ul style="list-style-type: none"> • pressurisation units | | | |
| | <ul style="list-style-type: none"> • mechanical controls | | | |
| | <ul style="list-style-type: none"> • dosing pots | | | |
| | <ul style="list-style-type: none"> • drain taps | | | |
| | <ul style="list-style-type: none"> • motorised valves | | | |
| | <ul style="list-style-type: none"> • pumps/accelerators | | | |
| | <ul style="list-style-type: none"> • temperature and pressure relief valves | | | |
| | <ul style="list-style-type: none"> • expansion vessels | | | |
| 7 | perform work activities for routine maintenance that ensure the continued effective operation of the hot water heating systems and components | | | |
| 8 | perform work activities for routine maintenance that complies with industry specifications and manufacturer's instructions for air systems and components, including: | | | |
| | one from the following: | | | |
| | <ul style="list-style-type: none"> • air conditioning systems | | | |
| | <ul style="list-style-type: none"> • tempered air ventilation systems | | | |
| | and a minimum of six from the following: | | | |
| | <ul style="list-style-type: none"> • isolation valves | | | |
| | <ul style="list-style-type: none"> • three & four port valves | | | |
| | <ul style="list-style-type: none"> • temperature & humidity stats | | | |
| | <ul style="list-style-type: none"> • registers and grilles | | | |
| | <ul style="list-style-type: none"> • actuators | | | |
| | <ul style="list-style-type: none"> • RPZ valves | | | |
| | <ul style="list-style-type: none"> • pumps | | | |
| | <ul style="list-style-type: none"> • fans | | | |
| | <ul style="list-style-type: none"> • filters | | | |
| | <ul style="list-style-type: none"> • air washer | | | |
| | <ul style="list-style-type: none"> • humidifier | | | |
| | <ul style="list-style-type: none"> • attenuators | | | |
| | <ul style="list-style-type: none"> • dampers | | | |
| | <ul style="list-style-type: none"> • heat exchangers | | | |
| | <ul style="list-style-type: none"> • condensers | | | |
| | <ul style="list-style-type: none"> • industry specifications and regulations | | | |

| | | | | |
|----|---|--|--|--|
| 9 | perform work activities for routine maintenance that ensure the continued effective operation of the air systems and components | | | |
| 10 | confirm that maintenance records have been completed accurately and checked by the supervisor or line manager. | | | |

| Outcome 3 | | Be able to complete soundness tests on industrial and commercial heating and ventilation systems | | | | |
|------------------|--|--|--|--------------------|--|--|
| Criteria | | Candidate initials | Assessor initials | Evidence reference | | |
| 1 | conduct visual inspections of the following heating and ventilation systems and confirm compliance with industry requirements: | | | | | |
| | <ul style="list-style-type: none"> • cold water (one of the following): <ul style="list-style-type: none"> - storage (indirect) - non storage (direct) | | | | | |
| | <ul style="list-style-type: none"> • hot water (one of the following): <ul style="list-style-type: none"> - open vented - storage (indirect) - unvented - secondary circulation - instantaneous (plate heat exchanger) | | | | | |
| | <ul style="list-style-type: none"> • heating (one of the following): <ul style="list-style-type: none"> - low temperature hot water - medium temperature hot water | | | | | |
| | <ul style="list-style-type: none"> • air (one of the following): <ul style="list-style-type: none"> - air conditioning systems - tempered air ventilation systems | | | | | |
| | 2 | confirm that systems are ready to receive soundness tests to cover: | | | | |
| | | <ul style="list-style-type: none"> • pipework • ductwork • appliances • components | | | | |
| | | 3 | perform procedures for: | | | |
| | | | <ul style="list-style-type: none"> • cleaning • flushing • charging | | | |
| | systems in accordance with industry requirements | | | | | |
| | 4 | conduct procedures for establishing that input services to the system components are suited to the intended purpose for two of the following: | | | | |
| | | <ul style="list-style-type: none"> • water company mains: <ul style="list-style-type: none"> - mains fed, direct, or indirect | | | | |

| | | | | |
|---|--|--|--|--|
| | <ul style="list-style-type: none"> air supplies | | | |
| | <ul style="list-style-type: none"> gas | | | |
| | <ul style="list-style-type: none"> oil | | | |
| 5 | apply a soundness test to the following systems in accordance with appropriate industry standards, guides and good practice guides: | | | |
| | <ul style="list-style-type: none"> cold water | | | |
| | <ul style="list-style-type: none"> hot water | | | |
| | <ul style="list-style-type: none"> heating (one of the following): | | | |
| | <ul style="list-style-type: none"> <ul style="list-style-type: none"> low temperature hot water heating | | | |
| | <ul style="list-style-type: none"> <ul style="list-style-type: none"> medium temperature hot water heating | | | |
| | <ul style="list-style-type: none"> air (one of the following): | | | |
| | <ul style="list-style-type: none"> <ul style="list-style-type: none"> air conditioning | | | |
| | <ul style="list-style-type: none"> <ul style="list-style-type: none"> tempered air ventilation | | | |
| 6 | conduct pre-commissioning tests and checks in accordance with appropriate industry requirements, including: | | | |
| | <ul style="list-style-type: none"> statutory regulations | | | |
| | <ul style="list-style-type: none"> codes of practice | | | |
| | <ul style="list-style-type: none"> industry standards | | | |
| | <ul style="list-style-type: none"> industry guides/good practice guides | | | |
| | <ul style="list-style-type: none"> verbal instructions | | | |
| 7 | conduct checks to confirm: | | | |
| | <ul style="list-style-type: none"> system cleanliness | | | |
| | <ul style="list-style-type: none"> system is charged | | | |
| | <ul style="list-style-type: none"> un-commissioned systems and components cannot be activated. | | | |

| Outcome 4 | Be able to decommission industrial and commercial heating and ventilation systems | | | |
|------------------|--|--------------------|-------------------|--------------------|
| Criteria | | Candidate initials | Assessor initials | Evidence reference |
| 1 | verify that decommissioning processes minimise disturbance to work routines | | | |
| 2 | verify that systems or components are safe for decommissioning for at least two from the following systems: | | | |
| | <ul style="list-style-type: none"> cold water | | | |
| | <ul style="list-style-type: none"> hot water | | | |
| | <ul style="list-style-type: none"> low temperature heating | | | |
| | <ul style="list-style-type: none"> medium temperature heating | | | |
| | <ul style="list-style-type: none"> air conditioning | | | |
| | <ul style="list-style-type: none"> tempered air ventilation | | | |

| | | | | |
|---|---|--|--|--|
| 3 | conduct decommissioning of systems or components which comply with industry requirements, including: | | | |
| | • statutory regulations | | | |
| | • codes of practice | | | |
| | • industry standards | | | |
| | • industry guides/good practice guides | | | |
| | • verbal instructions | | | |
| 4 | verify that the decommissioning procedures carried out prevent the inadvertent operation of the installed system through: | | | |
| | • temporary capping of pipework or ductwork sections | | | |
| | • use of safety and warning notices | | | |
| 5 | verify that decommissioned systems and components are left safe, in line with industry requirements. | | | |

Unit 222

Service and maintain industrial and commercial heating and ventilation systems

Declaration

I confirm that the evidence supplied for this unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

| | |
|-----------------------------|--|
| Candidate Name: | |
| Candidate Signature: | |
| Date: | |

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

| | |
|----------------------------|--|
| Assessor Name: | |
| Assessor Signature: | |
| Date: | |

| | |
|----------------------|--|
| IV Name: | |
| IV Signature: | |
| Date: | |

On Site Assessment Plan / Feedback



| | |
|---------------------|--|
| Evidence Reference: | |
|---------------------|--|

Qualification:
Level:

Qualification number:

Candidate name:
Assessor name:

Date:

| Candidate prepared for assessment (Provide details below) | Yes / No | Candidate requires support | Yes / No |
|---|-----------------|-----------------------------------|-----------------|
| Candidate briefed on appeals procedure | Yes / No | Support required | |

Assessment Location / Address and postcode:

Type of work to be carried out:

Assessor Feedback:
(Use Assessor continuation sheet if required)

Forward Planning:

| | | |
|----------------------|-------------------|-------|
| Candidate Signature: | | |
| Assessor Signature: | | Date: |
| IV/IQA Name: | IV/IQA Signature: | Date: |

On Site Observation Report



| | |
|---------------------|--|
| Evidence Reference: | |
|---------------------|--|

Qualification:
Level:

Qualification number:

Candidate name:
Assessor name:

Date:

| Candidate prepared for assessment (Provide details below) | Yes / No | Candidate requires support | Yes / No |
|---|-----------------|-----------------------------------|-----------------|
| Candidate briefed on appeals procedure | Yes / No | Support required | |

Assessment Location / Address and postcode:

Assessor observation:

(Use Assessor continuation sheet if required)

| Outcome/ Criteria |
|------------------------------|
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

| | | |
|----------------------|-------------------|-------|
| Candidate Signature: | | |
| Assessor Signature: | | Date: |
| IV/IQA Name: | IV/IQA Signature: | Date: |

Supplementary Evidence Sheet



| | |
|---------------------|--|
| Evidence Reference: | |
|---------------------|--|

Qualification:
Level:

Qualification number:

Candidate name:
Assessor name:

Date:

Unit Number:

Completed by: (please tick)

Candidate Workplace Recorder Witness

Written Evidence:

| Outcome/ Criteria |
|----------------------|
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

| | | |
|--|-------------------|-------|
| Candidate Signature: | | |
| Assessor / Workplace Recorder Name: | | |
| Assessor / Workplace Recorder Signature: | | Date: |
| IV/IQA Name: | IV/IQA Signature: | Date: |

Oral Questioning Supplementary Evidence Sheet



| | |
|---------------------|--|
| Evidence Reference: | |
|---------------------|--|

Qualification: _____ Qualification number: _____
 Level: _____

Candidate name: _____ Date: _____
 Assessor name: _____

Unit Number: _____

Assessor question:

Candidate answer:

| Outcome/ Criteria |
|------------------------------|
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

| | | |
|----------------------|-------------------|-------|
| Candidate Signature: | | |
| Assessor Signature: | | Date: |
| IV/IQA Name: | IV/IQA Signature: | Date: |

Photographic Supplementary Evidence



| | |
|---------------------|--|
| Evidence Reference: | |
|---------------------|--|

Scheme / Award:

Scheme Number:

Level:

Candidate Name:

Unit Number:

Brief description of task being carried out in the photograph (to be completed by candidate):

(Attach Photo in this Box)

Location of photograph:

| | | |
|----------------------|-------------------|-------|
| Candidate Signature: | | |
| Assessor Signature: | | Date: |
| IV/IQA Name: | IV/IQA Signature: | Date: |

Workplace Recorder Details



I confirm I am suitably experienced or qualified in line with the industry requirements to act as a witness for this learner. I acknowledge that I will only counter sign documentation requested by the learner where to my knowledge only the learner has completed the work and on the understanding that the work has been carried out to the acceptable standard.

| | |
|-------------------------------|-------|
| Workplace Recorder Name: | |
| Workplace Recorder Signature: | Date: |

I confirm I am suitably experienced or qualified in line with the industry requirements to act as a witness for this learner. I acknowledge that I will only counter sign documentation requested by the learner where to my knowledge only the learner has completed the work and on the understanding that the work has been carried out to the acceptable standard.

| | |
|-------------------------------|-------|
| Workplace Recorder Name: | |
| Workplace Recorder Signature: | Date: |

I confirm I am suitably experienced or qualified in line with the industry requirements to act as a witness for this learner. I acknowledge that I will only counter sign documentation requested by the learner where to my knowledge only the learner has completed the work and on the understanding that the work has been carried out to the acceptable standard.

| | |
|-------------------------------|-------|
| Workplace Recorder Name: | |
| Workplace Recorder Signature: | Date: |

Assessor Continuation Sheet

On Site Assessment Plan/Feedback
On Site Observation



| | |
|---------------------|--|
| Evidence Reference: | |
|---------------------|--|

| Assessor Briefing and Report | Criteria Observed | | Assessment |
|------------------------------|-------------------|----------|------------|
| | Outcome | Criteria | Method |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| | | |
|----------------------|-------------------|-------|
| Candidate Signature: | | |
| Assessor Signature: | | Date: |
| IV/IQA Name: | IV/IQA Signature: | Date: |

Signature Sheet



Anyone who witnesses and signs a piece of the candidate’s evidence must provide a specimen signature in the table below.

| Witnesses relationship to candidate eg supervisor, customer, lecturer, assessor | Name | Signature | Date |
|---|------|-----------|------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

**Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0033
F +44 (0)20 7294 2413
www.cityandguilds.com**

**City & Guilds is a registered charity
established to promote education
and training**