

Level 5 NVQ Diploma in Occupational Health and Safety Practice (3654-05)

May 2011 Version 1.0



Qualification at a glance

Subject area	Occupational Health and Safety
City & Guilds number	3654
Age group approved	19+
Entry requirements	n/a
Assessment	Pass/Fail
Fast track	Not available; automatic approval applies in some cases
Support materials	Centre handbook Generic recording forms
Registration and certification	For last dates see the online catalogue/Walled Garden

Title and level	City & Guilds number	Accreditation number
Level 5 NVQ Diploma in Occupational Health and Safety and Practice	3654-05	501/1818/3



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1 Introduction

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

Area	Description
Who is the qualification for?	Those who wish to develop their skills and knowledge in managing health and safety for the workplace. They will have an autonomous role in their organisation for managing health and safety policy and practice. They will report direct to or be part of the senior management team. They will recommend and implement changes relevant to their role. They will be aware of cost implications and budgetary control.
What does the qualification cover?	Allows candidates to learn, develop and practise the skills required for employment and/or career progression the health and safety sector.
Who did we develop the qualification with?	This qualification was developed in association with Proskills UK and other awarding organisations.
What opportunities for progression are there?	Allows candidates to progress into employment, specialist IOSH qualifications, higher education or to the following City & Guilds qualifications: <ul style="list-style-type: none"> • Level 5 NVQ in Management of Health and Safety • Level 5 NVQ in Occupational Health and Safety Regulation • ILM management NVQs

Structure

To achieve the **Level 5 NVQ Diploma in Occupational Health and Safety in Practice**, learners must achieve **108** credits from the following mandatory units.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
J/602/2224	401	Develop and implement effective communication systems for health and safety information	8
J/602/2210	501	Promote a positive health and safety culture	5

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Y/602/2227	502	Develop and maintain individual and organisational competence in health and safety matters	10
J/602/2238	503	Identify, assess and control health and safety risks	18
L/602/2239	504	Develop and implement proactive monitoring systems for health and safety	10
J/602/2241	505	Develop and implement reactive monitoring systems for health and safety	15
R/602/2243	506	Develop and implement health and safety emergency response systems and procedures	12
H/602/2246	507	Develop and implement health and safety review systems	8
M/602/2248	508	Maintain knowledge of improvements to influence health and safety practice	8
D/602/2214	601	Develop and implement the health and safety policy	14



2 Centre requirements

Approval

If your Centre is approved to offer the qualification Level 4 NVQ in Occupational Health and Safety Practice (3644-40) you will have received automatic approval for the new Level 5 NVQ Diploma in Occupational Health and Safety Practice. Any existing sanctions will apply.

To offer this qualification, 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 qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They must:

- be occupationally competent or technically knowledgeable 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
- 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

Staff assessing or verifying this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They must:

- Have verifiable and relevant current industry experience and competence in the specific area they will be assessing, at or above the level being assessed and evidence of the quality of the occupational experience to ensure the credibility of the assessment judgements. Assessors' and verifiers' experience and competence could be evidenced by:
 - curriculum vitae and references
 - possession of a relevant health and safety qualification
 - appropriate membership of a relevant professional institution
 - continuing professional development (CPD).

- only assess or verify in their acknowledged area of professional competence
- have appropriate knowledge and understanding of the current National Occupational Standards
- actively engage in relevant professional development
- meet the required criteria in the qualification's regulators current regulation documentation.

Centre staff should hold, or be working towards, the relevant Assessor/Verifier (A/V) units for their role in delivering, assessing and verifying this qualification.

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 this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates aged under 19 years.



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
- any units they have already completed, or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification, 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 this qualification:

Description	How to access
Promotional materials – will be available soon	www.cityandguilds.com

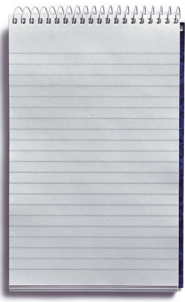
Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of generic *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. **Recording forms** are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before being used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.



4 Assessment

Assessment of the qualification

Candidates must:

- have a completed portfolio of evidence covering the assessment criteria for all units

Time constraints

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

- Candidates must finish their assessment within their registration period.

Assessment strategy

This qualification requires that assessment of the candidate's performance must be planned to take place within the workplace and that observation should be of naturally occurring practice within the candidate's work role. This will include demonstrating practical application of knowledge. Simulation is **not** allowed.

City & Guilds in partnership with ProSkills and other awarding organisations have identified the following main assessment methods which are suitable for this qualification:

- direct observation of practice by a qualified assessor or by the expert witness for occupational specific units
- examining the evidence by an assessor
- questioning the candidate or witness by an assessor

In some situations, the assessor can conduct a professional discussion with the candidate to provide evidence of the candidate's performance and knowledge.

Evidence will:

- reflect how the candidate carried out the process
- be the product of a candidate's work
- be a product relating to the candidate's competence.

For example, the process that the candidate carries out could be recorded in an observation or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the qualification.

The product of a candidate's work could be:

- risk assessments carried out by the candidate
- health and safety training devised and/or delivered by the candidate

- results of health and safety inspections conducted by the candidate
- results and findings of accident investigations carried out by the candidate.

These are examples of what a candidate may present; however, it is not a definitive list. The examples are not exhaustive.



5 Units

Availability of units

The following units can also be obtained from The Register of Regulated Qualification www.register.ofqual.gov.uk

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Unit 401

Develop and implement effective communication systems for health and safety information

UAN:	J/602/2224
Level:	4
Credit value:	8
GLH:	35
Relationship to NOS:	This unit is linked to HSP4 Develop and implement effective communication systems for health and safety information.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety
Aim:	<p>This unit enables learners to develop the skills and understanding required for:</p> <ul style="list-style-type: none">• evaluating health and safety information external to their organisation• communicating relevant health and safety information through an effective system within the organisation• making sure that relevant health and safety information from their organisation is communicated to statutory and local authorities, relevant groups and individuals.

Learning outcome	The learner will:
1.	be able to evaluate health and safety information
Assessment criteria	
The learner can:	
1.1	research proposed and new health and safety legislation, codes of practice, standards, health and safety risk assessment and control procedures and practices, technical developments and best practice in order to: <ul style="list-style-type: none">• develop as appropriate to the organisation• implement as appropriate in the organisation
1.2	evaluate health and safety information for the organisation: <ul style="list-style-type: none">• coming into the organisation• flowing within the organisation• going out of the organisation.

Learning outcome	The learner will:
2. be able to produce communication systems for health and safety information into the organisation	
Assessment criteria	
The learner can:	
2.1 develop appropriate systems for communicating health and safety information relating to input materials, goods, equipment, services and resources bought in by the organisation covering: <ul style="list-style-type: none"> • proactive monitoring • health and safety • performance initiatives • health and safety promotion activities • reactive monitoring 	
2.2 communicate health and safety information to the organisation using a range of methods	
2.3 communicate health and safety information externally to the organisation	
2.4 maintain records of all health and safety information relating to input materials, goods, equipment, services and resources bought in by the organisation	
2.5 manage the communication systems for the health and safety activities of the organisation	
2.6 confirm that the health and safety culture and policy are kept in the forefront of the activities of the organisation.	

Learning outcome	The learner will:
3. be able to control the effectiveness of the communication systems for health and safety information going out of the organisation	
Assessment criteria	
The learner can:	
3.1 confirm that the statutory reporting of the health and safety information required from the organisation to the regulatory and local authorities is carried out	
3.2 confirm that the health and safety information of the organisation is communicated, where appropriate, to trade associations, voluntary bodies, interested parties and individuals	
3.3 make sure that the health and safety information of the organisation for products, services and waste is communicated to the stakeholders	
3.4 make sure that the relevant health and safety standards and procedures of own organisation are provided to contractors.	

Learning outcome	The learner will:
4.	know how to develop and implement effective communication systems for health and safety information
Assessment criteria	
The learner can:	
4.1	explain how to develop and implement effective communication systems for health and safety information
4.2	explain the principles and concepts of: <ul style="list-style-type: none"> • written and verbal communication • electronic information, retrieval, storage and communication systems
4.3	describe the external factors influencing communication systems for health and safety information, to include: <ul style="list-style-type: none"> • health and safety risk assessment, control procedures and practices, technical developments and best practice • proposed and new health and safety legislation, codes of practice and standards • health and safety promotional activities relevant to the needs of an organisation • health and safety statutory reporting requirements for an organisation • health and safety statutory information requirements for the products, services and waste of an organisation • health and safety standards and procedures of an organisation that are relevant to the contractors used by the organisation.

Unit 401 Develop and implement effective communication systems for health and safety information

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation being responsible for managing health and safety policies and practices throughout.
- They will be responsible for developing and implementing policies and practices to ensure the organisation is compliant with relevant legislation in a workplace with complex risks.
- This unit is about assessing health and safety information from many sources both inside and outside the learner's organisation with a view to using it to inform and improve the organisation's health and safety management system.
- Evidence will come from many sources inside and external to the organisation.

Outcome 2

- The learner will research all relevant information in order to produce a communication system that is 'fit for purpose' for the organisation.
- The learner will have well developed communication skills to be able to inform all people at all levels in the organisation about health and safety improvements and changes, and receive feedback in.

Outcome 3

- Evidence can be from incident, loss reports and other information required by statutory bodies and others.
- The learner must have an understanding of environmental legislation relevant to their organisation.
- Control of Contractors procedure will be devised and in place.

Unit 501

Promote a positive health and safety culture

UAN:	J/602/2210
Level:	5
Credit value:	5
GLH:	22
Relationship to NOS:	This unit is linked to HSP2 Promote a positive health and safety culture.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	<p>This unit enables the learner to develop skills and knowledge in:</p> <ul style="list-style-type: none">• advocating, developing and communicating a positive health and safety culture for the organisation• working with key stakeholders in implementing a positive health and safety culture• maintaining a positive health and safety culture in the organisation by encouraging directors, senior, line, functional and technical managers and employee representatives to lead by example on health and safety matters.

Learning outcome	The learner will:
1.	be able to advocate commitment to a positive health and safety culture in the organisation
Assessment criteria	
The learner can:	
1.1	provide sufficient and clear information to people in the organisation about the benefits of a positive health and safety culture
1.2	obtain the support of those in the organisation who can promote a positive health and safety culture; tailoring own approach to meet the needs of: <ul style="list-style-type: none">• directors• managers• employee representatives
1.3	use opportunities to communicate information about a positive health and safety culture

- | | |
|-----|--|
| 1.4 | create new opportunities to communicate information about a positive health and safety culture |
| 1.5 | investigate ways to overcome barriers to change. |

Learning outcome	The learner will:
2.	be able to develop links with appropriate people and groups on Health and Safety matters
Assessment criteria	
The learner can:	
2.1	identify the appropriate people and groups with whom to develop links on health and safety matters: <ul style="list-style-type: none"> • within the organisation • external to the organisation
2.2	provide support and assistance to the appropriate people and groups identified in 2.1
2.3	use appropriate opportunities to develop additional links with people and groups
2.4	plan implementation of opportunities to develop additional links with people and groups.

Learning outcome	The learner will:
3.	understand the importance of promoting a positive health and safety culture within the organisation
Assessment criteria	
The learner can:	
3.1	describe the nature and role of a positive health and safety culture within the organisation
3.2	describe the existing health and safety culture within the organisation
3.3	identify how the organisation's communication system can be utilised to promote the benefits of a positive health and safety culture
3.4	identify the people and groups who may be affected by the health and safety process
3.5	explain how to engage different individuals and groups in the health and safety process
3.6	explain external factors influencing a positive health and safety culture, to include sources of expertise and advice on health and safety matters that are available to inform the planning and decision making process for the organisation.

Unit 501 Promote a positive health and safety culture

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible
- They will be responsible for developing and implementing policies to ensure the organisation is compliant with all current legislation in a workplace with complex risks.
- 'Managers' is likely to include senior and line managers, and functional and technical managers.
- They will have a full understanding of the Health and Safety at Work Act 74 and other underpinning legislation.
- They will demonstrate they can effectively communicate with people at all levels in and outside the organisation to bring about attitudinal changes that will contribute to a positive health and safety culture.
- They will identify where changes need to be made by researching data, policies, risk assessments, reviews, and minutes of meetings, incident reports and any other source.

Outcome 2

- The learner will identify and develop links with groups and committees and others in their organisation who are able to support the communication process and endorse the required attitudinal change to secure a positive health and safety culture.
- They will identify the means by which the plan will be promoted to encompass individuals at all levels eg intranet, briefings, planned training, and discussion, maintain records.

Outcome 3

- The learner will list the groups external to the organisation from where up to date information or advice can be obtained eg HSE, LEO, professional institutions, trade magazines, websites, discussion groups etc.
- They will assess the support groups that may need to be maintained, levels of information, how identified needs can be met, maintain links through consultation and discussion in order to ensure the promotion of a positive health and safety culture.
- They will assess the benefit of links with groups, meetings and external organisations in maintaining up to date information to assist the promotion of a positive health and safety culture.

Unit 502

Develop and maintain individual and organisational competence in health and safety matters

UAN:	Y/602/2227
Level:	5
Credit value:	10
GLH:	44
Relationship to NOS:	This unit is linked to HSP5 Develop and maintain individual and organisational competence in health and safety matters.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	<p>The aim of this unit is for learners to develop skills and knowledge in:</p> <ul style="list-style-type: none">• assessing the health and safety competence needs of their organisation• assessing the health and safety competence needs of individuals in their organisation• making sure that the identified health and safety competence needs of their organisation are addressed by providing health and safety training.

Learning outcome	The learner will:
1.	be able to assess the health and safety competence needs of the organisation
Assessment criteria	
The learner can:	
1.1	analyse the functions, activities, tasks and job roles of the organisation
1.2	identify the health and safety competence needs of the functions, activities, tasks and job roles of the organisation
1.3	assess the health and safety competence needs of: <ul style="list-style-type: none">• the organisation• individuals in the organisation
1.4	address the health and safety competence needs of the organisation.

Learning outcome	The learner will:
2.	be able to implement health and safety training to meet identified needs
Assessment criteria	
The learner can:	
2.1	establish health and safety competencies in the organisation in terms of skills, knowledge and understanding
2.2	design training courses to meet health and safety competence needs for given groups and within agreed constraints to include: <ul style="list-style-type: none"> • budget • timescales • staff availability
2.3	deliver suitable training to meet the health and safety needs of individuals and groups in the organisation
2.4	monitor the effectiveness of training to make sure that the identified needs have been met.

Learning outcome	The learner will:
3.	know how to develop and maintain individual and organisational competence in health and safety matters
Assessment criteria	
The learner can:	
3.1	explain the nature and role of individual and organisational competence in health and safety matters within the organisation
3.2	explain the structure of the organisation with respect to functions, activities, tasks and jobs
3.3	explain the principles of competence, activity analysis, task analysis and job safety analysis
3.4	explain the relationships between competencies, skills and qualifications
3.5	explain the principles of: <ul style="list-style-type: none"> • training course design and delivery • the advantages and disadvantages of different methods of presentation • course evaluation and validation • preparing, delivering and marking tests and assignments • effective written and verbal communication
3.6	describe the external factors influencing individual and organisational competence in health and safety: <ul style="list-style-type: none"> • health and safety statutory requirements and industry best practice • the quality management requirements for documentation.

Unit 502 Develop and maintain individual and organisational competence in health and safety matters

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible/accountable person.
- They will be responsible for developing and implementing policies to ensure the organisation is compliant with all current legislation in a workplace with complex risks.
- The learner must be confident that all those in their organisation have the required competencies for health and safety relevant to the job role. This will be at differing levels of knowledge and understanding. Training and information written or commissioned by the learner will be communicated formally and informally to reflect this.
- The learner will be aware that the required levels of competence of individuals and groups in the organisation differ depending on their job role and responsibility.

Outcome 2

- The learner will have developed skills in training needs analysis to enable them to correctly match training needs to delivery methods.

Outcome 3

- The learner will have a complete understanding of the structure of their organisation and the activities that take place. Health and safety competence needs will be investigated via job analysis and appropriate training and information provided to ensure that safety of the workforce is not compromised.

Unit 503

Identify, assess and control health and safety risks

UAN:	J/602/2238
Level:	5
Credit value:	18
GLH:	68
Relationship to NOS:	This unit is linked to HSP6 Identify, assess and control health and safety risks.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is for learners to develop skills and knowledge in managing the risk assessment process for their organisation.

Learning outcome	The learner will:
	1. be able to conduct an inspection of the workplace
Assessment criteria	
	The learner can: 1.1 identify the requirements to carry out a health and safety inspection 1.2 inspect the workplace to identify and evaluate hazards 1.3 evaluate hazards through observation of work activities 1.4 examine proposed activities to identify and evaluate hazards including: <ul style="list-style-type: none">• new workplaces• new equipment• new processes• new activities 1.5 select and use appropriate measuring equipment 1.6 maintain records of the hazards identified in sufficient detail to meet: <ul style="list-style-type: none">• statutory requirements• organisational requirements• industry best practice.

Learning outcome	The learner will:
2. be able to assess risks to health and safety	
Assessment criteria	
The learner can:	
2.1 select appropriate risk assessment methods	
2.2 conduct a risk assessment of the hazards identified	
2.3 select and use instruments or methods to determine the level of exposure affecting:	
<ul style="list-style-type: none"> • employees • others who may be affected 	
2.4 determine risks to health and safety of:	
<ul style="list-style-type: none"> • employees • others who may be affected 	
2.5 prioritise the health and safety risks to:	
<ul style="list-style-type: none"> • employees • others who may be affected 	
2.6 maintain records of the risk assessment in sufficient detail to meet:	
<ul style="list-style-type: none"> • statutory requirements • organisational requirements • industry best practice. 	

Learning outcome	The learner will:
3. be able to implement risk control measures and safe systems of work in the organisation	
Assessment criteria	
The learner can:	
3.1 evaluate the existing risk control measures and current systems of work in the organisation	
3.2 identify for consideration the risk control measures required by:	
<ul style="list-style-type: none"> • statutory requirements • organisational requirements • industry best practice 	
3.3 identify any additional or improved risk control measures that may be needed	
3.4 identify the resources required to implement the risk control measures needed	
3.5 calculate the cost-effectiveness of the risk control measures needed	
3.6 consult with managers, employee representatives and employees about risk controls needed	
3.7 plan the implementation of risk control measures in order of priority	
3.8 ensure the provision of training for those who need required competences to implement risk control measures	
3.9 maintain records of the control measures in sufficient detail to meet:	
<ul style="list-style-type: none"> • statutory requirements 	

- organisational requirements
- industry best practice.

Learning outcome	The learner will:
4. know how to identify, assess and control health and safety risks	
Assessment criteria	
The learner can:	
4.1	explain the methods of identification of health and safety hazards within the organisation, including: <ul style="list-style-type: none"> • risk assessment methods • physical resources • instruments and survey methods which may be used to determine the level of exposure to people who may be affected
4.2	explain principles of the analysis methods for determining risks
4.3	describe external factors influencing the identification of health and safety hazards, including: <ul style="list-style-type: none"> • health and safety statutory requirements • acceptability of risk • quality management requirements for documentation
4.4	explain the nature and role of health and safety risk control measures within the organisation
4.5	justify health and safety risk control measures, including safe systems of work
4.6	describe external factors influencing health and safety risk control methods
4.7	explain risk control hierarchies.

Unit 503 Identify, assess and control health and safety risks

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible person.
- They will be responsible for developing and implementing policies to ensure the organisation is compliant with all current legislation in a workplace with complex risks.
- They will have an understanding of the Management of Health and Safety at Work Regulations 1999 and guidance contained in HSG65 for conducting risk assessments in the workplace.

Outcome 2

- The learner will provide evidence that they use various ways to identify health and safety hazards eg walkabout, formal and informal inspection, observation and interview etc.
- They must explain how they have evaluated the potential to cause harm, criteria and measurements they need to consider and what records are kept.
- They must provide a detailed risk assessment analysis, and explain why the appropriate risk assessment techniques were used.
- They must explain the necessity of the proposed improved control systems.
- They must explain qualitative and quantitative analysis techniques.
- They must explain the value or relevance in prioritising risk.
- Records of identifying and evaluating hazards must be maintained and retained which include discussions with appropriate people at all levels, both internal and external.
- Review and update of risk assessments.

Outcome 3

- List any existing risk control measures and:
 - notes which give reasons for the necessity of improved or additional risk control measures,
 - notes showing the process of assessing risks for their severity and likelihood of occurrence,
 - notes and records (eg minutes, memos, consultation) showing how the identified new risk control measures have been implemented, how cost effectiveness is ensured and the resources made available.

- Recommended minimum of fifteen risk assessments of health and safety hazards with a maximum of three from any of the following categories: chemical, physical, biological, psycho-social (eg stress), ergonomic, mechanical, electrical, fire and explosion, transport.

Outcome 4

- In specialist areas eg use of sampling equipment which is expensive and the cost of purchase cannot be justified, the learner will demonstrate they can specify and procure external services for the work.
- How to use appropriate measuring equipment eg electrical equipment, noise management details of the referral of employees for appropriate health tests which may require use of appropriate measuring equipment eg eye tests.
- Appropriate records of significant hazards.

Unit 504

Develop and implement proactive monitoring systems for health and safety

UAN:	L/602/2239
Level:	5
Credit value:	10
GLH:	47
Relationship to NOS:	This unit is linked to HSP7 Develop and implement proactive monitoring systems for health and safety.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	This unit enables the learner to develop and implement health and safety proactive performance monitoring systems and review and respond to health and safety proactive performance monitoring outcomes.

Learning outcome	The learner will:
	1. be able to devise inspection and monitoring systems for health and safety proactive performance monitoring
Assessment criteria	
The learner can:	
1.1 develop workplace inspection and monitoring systems and procedures to include:	
<ul style="list-style-type: none">• methodology• frequency• compliance with health and safety regulations• organisational requirements	
1.2 assess the competence needs of the people who will carry out the inspection and monitoring in the organisation	
1.3 plan in conjunction with others the implementation of appropriate inspection and monitoring systems in the organisation	
1.4 identify any relevant monitoring equipment that may be required	
1.5 review health and safety statutory records and records initiated by the organisation for proactive performance monitoring	
1.6 analyse all internal documentation and records to ensure proactive monitoring is appropriately managed	
1.7 involve managers, employee representatives and employees in health and safety proactive monitoring systems and procedures	

1.8 maintain appropriate records of health and safety proactive monitoring systems and outcomes.
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Learning outcome	The learner will:
2. be able to keep stakeholders informed of health and safety proactive performance monitoring outcomes	
Assessment criteria	
The learner can:	
2.1 inform directors, senior, line, functional and technical managers, employee representatives and employees of the outcomes of health and safety proactive performance monitoring of the organisation	
2.2 prepare reports of the outcomes of health and safety proactive performance monitoring of the organisation	
2.3 interpret to non-specialist audience the outcomes of health and safety proactive performance monitoring of the organisation	
2.4 propose recommendations based on the outcomes of health and safety proactive performance monitoring of the organisation	
2.5 respond to the requirements of the regulatory authorities in respect of the outcomes of health and safety proactive performance monitoring of the organisation.	

Learning outcome	The learner will:
3. understand how to develop and implement proactive monitoring systems for health and safety	
Assessment criteria	
The learner can:	
3.1 describe the nature and role of active health and safety monitoring systems within the organisation	
3.2 present the rationale for proactive monitoring systems for health and safety	
3.3 describe the whole range of monitoring equipment	
3.4 explain sampling routines	
3.5 explain the procedure for workplace inspections and activity observations	
3.6 explain the principles of effective written and verbal communication	
3.7 explain how to respond to the health and safety needs of others	
3.8 describe external factors influencing active health and safety monitoring systems:	
<ul style="list-style-type: none"> • health and safety statutory requirements and industry best practice for proactive monitoring systems and documentation • quality management requirements for documentation. 	

Unit 504 Develop and implement proactive monitoring systems for health and safety

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible person.
- They will be responsible for developing and implementing policies to ensure their organisation is compliant with all current legislation in a workplace with complex risks.
- They will demonstrate effective communication with people at all levels and explain why attitudes to health and safety must change and the method of achieving this.
- They will accurately identify where changes need to be made by researching information from workplace data, policies, risk assessments, reviews, minutes of meetings, incident reports and any other source including those externally generated.
- They will review all available records both internally generated and those required by external bodies to inform the planning and implementation of the system.
- They will involve all employees in the process to ensure complete understanding and acceptance of ownership.

Outcome 2

- The learner will keep management team and employee representatives informed to ensure complicity and acceptance of ownership.

Unit 505

Develop and implement reactive monitoring systems for health and safety

UAN:	J/602/2241
Level:	5
Credit value:	15
GLH:	69
Relationship to NOS:	This unit is linked to HSP8 Develop and implement reactive monitoring systems for health and safety.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	This unit involves: <ul style="list-style-type: none">• developing and implementing health and safety reactive performance (loss event) monitoring systems• developing and implementing loss event investigation systems and procedures• investigating loss events• reviewing and responding to health and safety reactive performance monitoring outcomes.

Learning outcome	The learner will:
1.	be able to develop a health and safety loss event reporting and recording system.
Assessment criteria	
The learner can:	
1.1	identify health and safety loss events
1.2	devise health and safety loss event reporting forms
1.3	develop the health and safety loss event reporting and recording procedure
1.4	plan the implementation of the health and safety loss event reporting and recording procedure
1.5	maintain records of the health and safety loss event
1.6	develop a system to report health and safety loss events to the regulatory authorities.

Learning outcome	The learner will:
2. be able to implement health and safety loss event investigation systems and procedures	
Assessment criteria	
The learner can:	
2.1 identify which health and safety loss events require a formal investigation	
2.2 plan the implementation of health and safety loss event investigation systems and procedures	
2.3 implement health and safety loss event investigation systems and procedures	
2.4 investigate health and safety loss events	
2.5 identify directors, senior, line, functional and technical managers, employee representatives and employees in order to: <ul style="list-style-type: none"> • advise them about the risk assessments that need to be reviewed in the light of health and safety loss event investigations • advise them of the possible breaches of statutory and common law requirements following health and safety loss event investigations 	
2.6 manage the implementation of recommendations arising from health and safety loss event investigations	
2.7 keep records of health and safety investigations.	

Learning outcome	The learner will:
3. be able to conduct statistical and epidemiological analyses	
Assessment criteria	
The learner can:	
3.1 produce statistical and epidemiological analyses of the health and safety loss event data in the organisation in order to: <ul style="list-style-type: none"> • present it in numerical and graphical format • interpret statistical and epidemiological analyses • present to directors, senior, line, functional and technical managers, employee representatives and employees in a meaningful way 	
3.2 keep records of health and safety loss event statistical and epidemiological analyses.	

Learning outcome	The learner will:
4. be able to maintain communication with stakeholders of health and safety reactive performance monitoring outcomes	
Assessment criteria	
The learner can:	
4.1 inform directors, senior, line, functional and technical managers, employee representatives and employees of the outcomes of health and safety reactive performance monitoring	
4.2 prepare written and verbal reports of the outcomes of health and safety reactive performance monitoring	

4.3	interpret to a lay audience the outcomes of health and safety reactive performance monitoring
4.4	select appropriate recommendations based on the outcomes of reactive performance monitoring
4.5	comply with the requirements of the regulatory authorities in respect of the outcomes of health and safety reactive performance monitoring.

Learning outcome	The learner will:
5.	understand how to develop and implement reactive monitoring systems for health and safety
Assessment criteria	
The learner can:	
5.1	explain the nature and role of reactive health and safety monitoring systems within the organisation
5.2	explain health and safety loss events that require formal investigation in relation to: <ul style="list-style-type: none"> • types • causes • impacts • systems and procedures.
5.3	describe reporting and recording procedures for health and safety loss events
5.4	describe principles of: <ul style="list-style-type: none"> • fault-tree analysis • events and causal factors analysis • effective written and verbal communication • how to respond to the needs of others • statistical and epidemiological analyses of data, including the use of the normal and poisson distribution • histograms, pie charts, cusum charts and line graphs
5.5	describe external factors influencing reactive health and safety monitoring systems and investigations
5.6	explain health and safety statutory and common law requirements regarding loss events.

Unit 505 Develop and implement reactive monitoring systems for health and safety

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible person.
- They will be responsible for developing and implementing policies to ensure their organisation is compliant with all current legislation in a workplace with complex risks.
- They will demonstrate competence in developing and implementing reactive monitoring systems and recommending actions to improve health and safety performance.
- The reporting system must be understandable by everyone at all levels in the organisation.
- Everyone should be able to report any loss event or incident within a no-blame atmosphere thereby encouraging two way information processes.

Outcome 2

- Investigations should be conducted in a way that is sympathetic and focuses on the facts without any assumptions.
- The learner will need to understand the terms 'fault tree analysis', 'domino theory' and other causal factors analysis theories.
- A full report will be made to the appropriate people with recommendations arising from the investigation.
- The learner will have a clear understanding of the Health and Safety at Work Act (1974), HSG 65 and researched for appropriate specific occupational and civil legislation in order to be able to accurately advise on the consequences of breaches of the law.

Outcome 3

- The learner will demonstrate a clear understanding of the ways of interpreting and analysing data from all sources and presenting it in numerically and graphically.

Outcome 4

- The learner will need well developed interview, training and communication skills to enable them to inform people at all levels in the organisation of the monitoring outcomes and present to lay audiences.

Unit 506

Develop and implement health and safety emergency response systems and procedures

UAN:	R/602/2243
Level:	5
Credit value:	12
GLH:	41
Relationship to NOS:	This unit is linked to HSP10 Develop and implement health and safety emergency response systems and procedures.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	This unit enables the learner to develop skills and knowledge in planning and implementing emergency response systems and procedures and communicating emergency response information.

Learning outcome	The learner will:
1.	be able to develop health and safety emergency response procedures.
Assessment criteria	
The learner can:	
1.1	identify the potential sources of an emergency in the organisation
1.2	assess the organisation's ability to provide the required: <ul style="list-style-type: none">• first aid provision• adequate medical provision• firefighting provision, on-site and off-site.
1.3	ensure that there are the necessary competencies in first aid and firefighting in the organisation
1.4	involve managers, employee representatives and employees in the production of emergency procedures
1.5	develop health and safety emergency response procedures for the organisation, taking into account: <ul style="list-style-type: none">• health and safety statutory requirements with respect to the control of an emergency• methods of effective communication both on-site and off-site• dealing with both on-site and off-site emergencies

<ul style="list-style-type: none"> • dealing with the ongoing consequences of fatalities • injury accidents • dangerous occurrences • fires and explosions • toxic releases • major disasters • environmental impact • rescue and security alerts
1.6 keep adequate records of the health and safety emergency response procedures of the organisation
1.7 prepare to respond to the requests of the regulatory and local authorities, the emergency services, other authorities, the media and other interested parties regarding an emergency in the organisation
1.8 devise a plan to implement the emergency response procedures.

Learning outcome	The learner will:
2.	be able to implement procedures for the control of a health and safety emergency
Assessment criteria	
The learner can:	
2.1	confirm that sufficient facilities, materials and equipment, including communication equipment, are available to deal with the control of an emergency in the organisation
2.2	provide detail in the procedures of the competencies required
2.3	communicate the plan to all appropriate people in the organisation
2.4	establish effective liaison with the appropriate emergency services and the regulatory and local authorities
2.5	respond to the requests of the regulatory and local authorities and where necessary, the requests of the media and other interested parties
2.6	confirm that the investigation procedure has been carried out
2.7	maintain records of the procedures for the control of a health and safety emergency in the organisation.

Learning outcome	The learner will:
3.	understand how to develop and implement health and safety emergency response systems and procedures
Assessment criteria	
The learner can:	
3.1	explain the nature and role of health and safety emergency response systems and procedures within the organisation
3.2	explain the organisation's emergency response procedures
3.3	explain the organisation's simulated emergency response procedures
3.4	explain the principles of press releases and media management
3.5	explain the external factors influencing health and safety emergency response systems and procedures
3.6	explain the health and safety statutory requirements for:

- emergency response procedures
- first aid and medical service provision
- fire precautions
- major disasters
- ionising radiation incidents
- environmental impact events.

Unit 506 Develop and implement health and safety emergency response systems and procedures

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible person.
- They will be responsible for developing and implementing policies to ensure their organisation is compliant with all current legislation in a workplace with complex risks
- The learner will demonstrate they have the competence to develop and implement procedures to ensure that their organisation is able to deal with potential emergencies. They need to identify those across the whole range of emergencies likely to occur and are in a position to deal with them effectively.
- Learners will need to understand and keep up to date with the statutory requirements for dealing with the ongoing effects of the various categories of emergency identified.
- Communication with emergency services and regulatory authorities is an important aspect of this unit. Documentation should be compatible with the organisation's quality system.

Outcome 2

- The learner will need be able to provide evidence that emergency equipment is regularly maintained and tested and emergency response drills conducted, evaluated and improvements made as a result.
- The learner will need to identify all relevant local emergency services, authorities and statutory reporting requirements in order to ensure that response to any particular emergency in their organisation is received in the shortest possible time.
- They will need to inform all relevant emergency services of issues that may affect them.

Unit 507

Develop and implement health and safety review systems

UAN:	H/602/2246
Level:	5
Credit value:	8
GLH:	41
Relationship to NOS:	This unit is linked to HSP11 Develop and implement health and safety review systems.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	This involves investigating the efficiency and cost-effectiveness of health and safety management systems.

Learning outcome	The learner will:
	1. be able to investigate the efficiency and cost effectiveness of health and safety management systems
Assessment criteria	
The learner can:	
1.1 identify each part of the health and safety management system	
1.2 define the factors and features that are essential for the effective working of each part of the health and safety management system	
1.3 define the review frequency of each part of the health and safety management system	
1.4 advise directors, senior, line, functional and technical managers of any improvements required to the efficient and cost-effective working of each part of the health and safety management system	
1.5 plan the implementation of changes to each part of the health and safety management system	
1.6 maintain records of the review of each part of the health and safety management system.	

Learning outcome	The learner will:
	2. be able to confirm that each part of the health and safety management system is working as intended
Assessment criteria	
The learner can:	
2.1 identify all components of the health and safety management system	

2.2	define the factors and features that are essential for the effective working of the health and safety management system
2.3	define the review frequency of the health and safety management system
2.4	assess the efficiency and cost-effectiveness of the health and safety management system
2.5	develop changes to improve the efficiency and cost-effectiveness of the health and safety management system
2.6	manage the implementation of any necessary changes to the health and safety management system
2.7	maintain records of the review of the health and safety management system.

Learning outcome	The learner will:
3.	be able to confirm that the entire health and safety system is working as intended
Assessment criteria	
The learner can:	
3.1	assess the nature and role of health and safety review systems within the organisation
3.2	describe the organisation's health and safety management system
3.3	define the factors and features that are essential for the efficient and cost-effective working of a health and safety management system
3.4	assess the efficiency and cost-effectiveness of a health and safety management system
3.5	explain the principles of: <ul style="list-style-type: none"> • electronic and paper record systems • how to respond to the health and safety needs of others
3.6	describe external factors influencing health and safety review systems, to include: <ul style="list-style-type: none"> • health and safety statutory requirements • industry best practice • quality requirements for documentation.

Unit 507 Develop and implement health and safety review systems

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible person.
- They will be responsible for developing and implementing policies to ensure their organisation is compliant with all current legislation in a workplace with complex risks.
- The need to review the organisation's health and safety management system as a whole, successfully manage change while ensuring the cost effectiveness of the health and safety system.

Outcome 2

- The learner will assess the effectiveness of the system being reviewed.
- They will plan implementation and identify resources and costs of compliance eg staff training, improvements in plant, equipment and work areas etc.

Outcome 3

- The learner will plan and discuss with principals in the organisation the review strategy and frequency of reviews.

Unit 508

Maintain knowledge of improvements to influence health and safety practice

UAN:	M/602/2248
Level:	5
Credit value:	8
GLH:	46
Relationship to NOS:	This unit is linked to HSP13 Influence and keep pace with improvements in health and safety practice.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	This unit involves: <ul style="list-style-type: none">• reading and responding to health and safety literature in print and electronic form• influencing professional colleagues and others on health and safety matters.

Learning outcome	The learner will:
1.	be able to identify new developments in health and safety
Assessment criteria	
The learner can:	
1.1	identify sources of information and advice on the latest developments in health and safety
1.2	evaluate the impact on the organisation of developments in health and safety legislation, policies and practices
1.3	advocate the adoption in the organisation of new developments in health and safety matters
1.4	contribute to professional technical groups to enhance the development of health and safety
1.5	maintain own continuous professional development.

Learning outcome	The learner will:
2.	be able to influence colleagues on health and safety matters
Assessment criteria	
The learner can:	
2.1	identify opportunities to participate in professional discussions and reviews on best practice in health and safety matters

- | | |
|-----|---|
| 2.2 | contribute to groups and committees engaged in developing health and safety practice |
| 2.3 | influence the policies and practices of professional organisations and groups on health and safety matters |
| 2.4 | compare health and safety best practice with colleagues through meetings, publications, conferences and other methods |
| 2.5 | influence colleagues and others on health and safety matters |
| 2.6 | advocate to colleagues the adoption of industry best practice. |

Learning outcome	The learner will:
3.	know how to maintain knowledge of improvements in health and safety practice
Assessment criteria	
The learner can:	
3.1	explain the nature and role of improvements in health and safety practice within the organisation and how they can impact on the business
3.2	describe print-based and electronic sources of information and advice on health and safety matters
3.3	explain principles of: <ul style="list-style-type: none"> • effective written and verbal communication • electronic means of communication
3.4	explain external factors influencing improvements in health and safety practice: <ul style="list-style-type: none"> • professional, non-professional and technical groups • professional organisations.

Unit 508 Maintain knowledge of improvements to influence health and safety practice

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing health and safety policy and practice.
- They will report directly to the senior management team and have direct access to the responsible person.
- They will be responsible for developing and implementing policies to ensure their organisation is compliant with all current legislation in a workplace with complex risks.
- The learner will have the responsibility for evaluating many sources of information both internally and externally for new developments and changes to legislation that may impact on their organisation.
- They will need to prepare reports to the principal people in their organisation on what the impact will be and advocate appropriate change; reports will include costs, resources and a plan for implementation.

Outcome 2

- They learner will contribute and influence professional organisations and groups.
- They will exchange ideas with colleagues to identify best practice, eg deliver presentations, write articles, maintain CPD log, personal summaries that highlight changes in legislation, etc.
- They will demonstrate ability to assess the value of information and use in to improve the health and safety policy and practices in your own organisation by informing and influencing others.

Unit 601

Develop and implement the health and safety policy

UAN:	D/602/2214
Level:	6
Credit value:	14
GLH:	69
Relationship to NOS:	This unit is linked to HSP3 Develop and implement the health and safety policy.
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	This unit is for learners with senior responsibility for developing the health and safety policy for their organisation and managing its implementation. It involves converting factual knowledge into policy and practical activity.

Learning outcome	The learner will:
1.	be able to define the statutory and workplace health and safety requirements for the organisation.
Assessment criteria	
The learner can:	
1.1	analyse the structure of the organisation relative to health and safety
1.2	advocate the Health and Safety Policy to all key stakeholders in the organisation
1.3	assess the existing health and safety systems, policies and procedures in the organisation
1.4	evaluate the statutory and workplace health and safety requirements relating to: <ul style="list-style-type: none">• input of products and/or services• the conversion processes• output of products and/or services• inadvertent, unwanted or unnecessary goods, materials and waste of all types• employees, contractors and others affected by the organisation's activities
1.5	identify those external to the organisation who may be affected by its activities.

Learning outcome	The learner will:
2. be able to develop the Health and Safety Policy	
Assessment criteria	
The learner can:	
2.1 identify deficiencies in the current Health and Safety Policy	
2.2 identify resource constraints that could affect proposals for change	
2.3 provide opportunities for key stakeholders to review the revised/new policy	
2.4 revise the Health and Safety Policy to remedy deficiencies	
2.5 formulate the strategy for promoting commitment to the Health and Safety Policy by all those in the organisation	
2.6 advocate the adoption of the new/improved Health and Safety Policy.	

Learning outcome	The learner will:
3. be able to implement the Health and Safety Policy	
Assessment criteria	
The learner can:	
3.1 specify the strategy for implementation of the Health and Safety Policy, to include:	
<ul style="list-style-type: none"> • providing support and assistance during the implementation process • planning effective action in case problems arise during implementation • providing adequate opportunities for feedback • responding appropriately to the feedback • planning the implementation process to ensure minimum disruption 	
3.2 ensure quality management requirements are applied to all health and safety documentation.	

Learning outcome	The learner will:
4. know the steps required to develop and implement the Health and Safety Policy	
Assessment criteria	
The learner can:	
4.1 explain the nature and role of the Health and Safety Policy within the organisation	
4.2 explain the input - conversion - output model of organisational systems	
4.3 describe how to research the organisation's current Health and Safety procedures	
4.4 explain how individual and group motivation will be achieved	
4.5 explain external factors influencing health and safety eg statutory health and safety requirements and industry best practice.	

Unit 601 Develop and implement the health and safety policy

Supporting information

Guidance

Outcome 1

- The learner will have an autonomous role in their organisation for managing Health and Safety Policy and practice.
- They will report directly to the senior management team and have direct access to the principal.
- They will be responsible for developing and implementing policies and practice to ensure the organisation is compliant with all current legislation in a workplace with complex risk.
- They will assess the existing Health and Safety Policies, procedures and structure of the organisation to determine what is necessary to ensure compliance with current health and safety requirements both legal and moral.
- The learner will have a full understanding of the requirements of the Health and Safety at Work Act 74 and HSG55 noting the employer's responsibility to provide a 'safe and healthy workplace'.
- They will evaluate the statutory responsibility and practical activities in the organisation to determine policy content; consider inputs - conversion – outputs, products, materials, goods, services and resources, and industry best practice
- They will investigate external links to identify those that need to be covered by the policy. The range will be determined by the organisation's activity and for example include contractors, visitors, trespassers, waste disposal, and any relevant others.

Outcome 2

- The learner will assess current arrangements to identify deficiencies and propose remedial action. Select those in the organisation eg directors, senior line managers, employee representatives and others who can contribute to the development of the policy and influence positive commitment to its adoption
- They will draft the policy for consultation, ensuring all involved have the opportunity to discuss and feedback. This could include a cost/benefit analysis
- They will devise a strategy for adoption of the Policy in conjunction with the principals in the organisation.

Outcome 3

- They will devise a programme for gaining commitment to and implementation of the Policy.
- They will devise and implement a review (QA) procedure to ensure currency of the policy and compliance with legal and moral requirements.

Outcome 4

- The learner will demonstrate they can compare policies and practices in the organisation with the requirements of legislation and guidance from HSE and other external sources, to be able justify identified changes to directors and senior managers and relevant others.
- They will research and evaluate the effectiveness of management structures to help determine best practice for their organisation, use of the internet, health and safety groups and any other relevant source.
- They will decide the support training groups and individuals will need, how the need will be met, and how attitudinal change can be achieved and include this in the implementation strategy.



Appendix 1 Relationships to other qualifications

Links to other qualifications

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales (from September 2010).



Appendix 2 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.

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 on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLA/e-volve assessments.

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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, GOLLA, 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

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City & Guilds Group

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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

WW-01-3654