

Level 2 NVQ Diploma in Formwork (Construction) – Formwork Erector and Striker (6580-04)

September 2018 Version 1.1

**Candidate Logbook/Work-Based Evidence
Record – Mandatory Units**

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Level 2 NVQ Diploma in Formwork (Construction) – Formwork Erector and Striker (6580-04)



Candidate Logbook/Work-Based Evidence Record – Mandatory Units

Qualification title	City & Guilds qualification number	Qualification Accreditation Number (QAN)
City & Guilds Level 2 NVQ Diploma in Formwork (Construction) – Formwork Erector and Striker	6580-04	603/3079/X

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Version and date	Change detail	Section
V1.1 September 2018	City & Guilds added to qualification name	All

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1 About your Candidate Logbook/Work-Based Evidence Record



1.1 Contact details

Candidate name	
Candidate address	
Centre name	
Centre number	
Programme start date	
City & Guilds registration number	
Date of registration with City & Guilds	

This Candidate Logbook/Work-Based Evidence Record is your personal achievement in practical work carried out mostly in the workplace and knowledge assessments achieved. It may not be possible to replace this document, therefore it should be kept in good condition and in a safe place to be used by you to record your progress.

Once completed, you must keep this portfolio for a period of three years. During this time your training centre can request that you submit your portfolio to them. This will be returned to you.

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)	
Internal Quality Assurer (IQA)	
External Quality Assurer (EQA)	

1.2 Introduction to the logbook

This logbook will help you complete the units in **City & Guilds Level 2 NVQ Diploma in Formwork (Construction) - Formwork Erector and Striker (6580-04)**. It contains forms you can use to record your evidence of what you have done.

This logbook contains all **five mandatory units**.

You may elect to take additional units, but these will not count towards the qualification. Elective units can be found in a zip file on the City & Guilds Website

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 About your approved centre

Types of approved centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as you work towards your NVQ. Centres will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the assessment process works
- produce an assessment plan for you.

Assessment roles

The following people at your centre will help you achieve your qualification.

The Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

You may have more than one assessor depending on which units of the qualification you take.

The Internal Quality Assurer (IQA)

The Internal Quality Assurer (IQA) maintains the quality of assessment within the centre.

The Work-Based Recorder/Expert Witness

The role of the work-based recorder/expert witness is to:

- observe you carrying out work activities
- take photographs as evidence of work carried out
- authenticate work based recordings and testimonies
- ensure all work meets current industrial standards
- ensure all work is carried out in a safe manner
- be in regular communication with your assessor to evaluate your performance on site
- try to make sure you get the relevant work experience needed to meet the criteria of your NVQ
- provide support, guidance and motivation to help you complete your NVQ successfully.

3 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with health and safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

Learner registration number

Make sure you keep a note of your unique City & Guilds registration number on the front page of this logbook.

Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

4 Qualification assessment

4.1 Before you start your qualification

Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your qualification. This process is sometimes called a skill scan. There is a Skill Scan Form in this logbook you can use to record the skills you may already have.

4.2 The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show:

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include:

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

Assessment requirements

Site Observations (SO) should be conducted in the workplace by your Assessor. For individual criteria not directly observed, evidence of your ability to complete a number of different tasks to confirm competence must be recorded.

Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question & Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

The following people at your centre will explain the assessment and recording 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 Quality Assurer (IQA)

The IQA maintains the quality of assessment within the centre.

The External Quality Assurer (EQA)

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

5 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.

Candidate job profile

You can use this form to record your personal details if you don't already have a Candidate Résumé/ CV.

Skill scan/Initial assessment

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

Overall unit sign-off

You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment

On-site assessment plan/feedback

You and your assessor will use this form to plan each assessment session. Your assessor will use this form to give feedback on the task. It will also enable you and your assessor to plan what actions need to be done before the next session.

On-site observation report

Your assessor will complete during observation. You will both sign this as a true record.

Professional discussion supplementary evidence sheet

To be completed by you, your work-based recorder or another witness to evidence meeting assessment criteria that could not be signed off during direct observation with your assessor.

Oral questioning supplementary evidence sheet

Your assessor will use this form to log any additional questions and answers asked during observation or to mop up any missing evidence.

Photographic supplementary evidence

Use this form to include a photo and brief description of the task being carried out.

Work-based recorder details

To be completed by your work-based recorders to confirm occupational competence.

Assessor briefing and report continuation sheet

Additional space for your assessor to make notes

Signature sheet

This is used to record the details of staff that will provide you with witness testimony.

Units

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence an evidence reference number.

Please photocopy these forms as many times as required to log the evidence.

5.1 Candidate job profile

If you already have your own CV you can use that instead of this form.

Candidate name:	
Place of work:	
Assessor:	

Outline of job role:

Previous roles and responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification

Qualification/Training	Where achieved	Date achieved	Grade

5.2 Units

To achieve the **City & Guilds Level 2 NVQ Diploma in Formwork (Construction) - Formwork Erector and Striker (6580-04)**, you complete five mandatory units.

You may elect to take additional units, but these will not count towards the qualification.

City & Guilds unit number	Unit title	Unit Level	GL
Mandatory			
Unit 101	Conforming to general health, safety and welfare in the workplace	1	17
Unit 218	Conforming to productive working practices in the workplace	2	20
Unit 608	Moving, handling and storing resources in the workplace	2	27
Unit 738	Erecting and striking timber and proprietary formwork in the workplace	2	110
Unit 739	Maintaining timber and proprietary formwork in the workplace	2	75
Elective			
Unit 307	Preparing and operating boom-type mobile elevating work platforms (MEWP) in the workplace	2	57
Unit 324	Preparing and operating mast climber-type mobile elevating work platforms (MEWP) in the workplace	2	50
Unit 334	Preparing and operating scissor-type mobile elevating work platforms (MEWP) in the workplace	2	50
Unit 363	Slings and hand signalling the movement of suspended loads in the workplace	2	43

5.3 Skill scan/initial assessment – mandatory units



Qualification title: _____

Qualification No: _____

Candidate name: _____

Unit	Duties	Examples	Training required
101	Conforming to general health, safety and welfare in the workplace		
	Comply with all workplace health, safety and welfare legislation requirements.		
	Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures.		
	Comply with organisational policies and procedures to contribute to health, safety and welfare.		
	Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area.		
	Comply with and support all organisational security arrangements and approved procedures.		
218	Conforming to productive working practices in the workplace		
	Communicate with others to establish productive work practices		
	Follow organisational procedures to plan the sequence of work.		
	Maintain relevant records in accordance with the organisational procedures		
	Maintain good working relationships when conforming to productive working practices.		

608	Moving, handling and storing resources in the workplace		
	Comply with given information when moving, handling and/or storing resources.		
	Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.		
	Maintain safe working practices when moving, handling and/or storing resources.		
	Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources.		
	Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources.		
	Complete the work within the allocated time when moving, handling and/or storing resources.		
	Comply with the given occupational resource information to move, handle and/or store resources to the required guidance.		
737	Fabricating and maintaining timber and proprietary formwork systems in the workplace		
	Interpret the given information relating to the work and resources when fabricating and maintaining timber and proprietary formwork systems.		
	Know how to comply with relevant legislation and official guidance when fabricating and maintaining timber and proprietary formwork systems.		
	Maintain safe working practices when fabricating and maintaining timber and proprietary formwork systems.		
	Select the required quantity and quality of resources for the methods of work to fabricate and maintain timber and proprietary formwork systems.		
	Minimise the risk of damage to the work and surrounding area when fabricating and maintaining timber and proprietary formwork systems.		

	Complete the work within the allocated time when fabricating and maintaining timber and proprietary formwork systems.		
	Comply with the given contract information to fabricate and maintain timber and proprietary formwork systems to the required specification.		
739	Maintaining timber and proprietary formwork systems in the workplace		
	Interpret the given information relating to the work and resources when maintaining timber and proprietary formwork.		
	Know how to comply with relevant legislation and official guidance when maintaining timber and proprietary formwork.		
	Maintain safe and healthy working practices when maintaining timber and proprietary formwork.		
	Select the required quantity and quality of resources for the methods of work to maintain timber and proprietary formwork.		
	Minimise the risk of damage to the work and surrounding area when maintaining timber and proprietary formwork.		
	Complete the work within the allocated time when maintaining timber and proprietary formwork.		
	Comply with the given contract information to maintain timber and proprietary formwork to the required specification.		

5.4 Tracking document

To achieve the **City & Guilds Level 2 NVQ Diploma in Formwork (Construction) - Form Erector and Striker (6580-04)**, you must achieve five mandatory units listed in the table below.

Additional units can be taken from the elective units but the credits will not count towards the qualification.

City & Guilds unit no.	Unit level	Title	GLH	Unit achieved Yes/No	Date
Mandatory units					
101	1	Conforming to general health, safety and welfare in the workplace	17		
218	2	Conforming to productive working practices in the workplace	20		
608	2	Moving, handling and storing resources in the workplace	27		
738	2	Erecting and striking timber and proprietary formwork in the workplace	110		
739	2	Maintaining timber and proprietary formwork in the workplace	75		
Elective units					
307	2	Preparing and operating boom-type mobile elevating work platforms (MEWP) in the workplace	57		
324	2	Preparing and operating mast climber-type mobile elevating work platforms (MEWP) in the workplace	50		
334	2	Preparing and operating scissor-type mobile elevating work platforms (MEWP) in the workplace	50		
363	2	Slinging and hand signalling the movement of suspended loads in the workplace	43		

5.5 On-site assessment plan/feedback

Portfolio evidence reference:	
--------------------------------------	--

Candidate name:		Date:	
------------------------	--	--------------	--

Candidate prepared for assessment	Yes / No	Candidate requires support	Yes / No
Candidate briefed on appeals procedure	Yes / No	Support required	Yes / No

Assessment location/address and postcode:

Type of work to be carried out:

Assessor feedback:

(Use Assessor continuation sheet if required)

Forward Planning:

Candidate signature:	Date:
Assessor name:	Assessor signature:
IQA name:	IQA signature:
	Date:

5.6 On-site observation report

Portfolio evidence reference:	
--------------------------------------	--

Candidate name:		Date:	
------------------------	--	--------------	--

Candidate prepared for assessment	Yes / No	Candidate requires support	Yes / No
Candidate briefed on appeals procedure	Yes / No	Support required	Yes / No

Assessment location/address and postcode:

Learning outcome reference

Assessor observation:
(Use Assessor continuation sheet if required)

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.7 Professional discussion supplementary evidence sheet



Unit number:		Portfolio evidence reference:	
Candidate name:		Date:	

Completed by: (please tick)

Candidate: **Work-based Recorder** **Witness**

Learning outcome reference

Written evidence:

Reading taken (eg flow rates, pressure, temperature):

Candidate signature:	Date:	
Assessor/Work-Based Recorder name:	Date:	
Assessor/Work-Based Recorder signature:	Date:	
IQA name:	IQA signature:	Date:

5.8 Oral questioning supplementary evidence sheet



Unit number:		Portfolio evidence reference:	
Candidate name:		Date:	

Assessor question:	Candidate answer:
Assessor feedback:	

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.9 Photographic supplementary evidence

Unit number:		Portfolio evidence reference:	
Candidate name:		Date:	

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

(Attach photo in this box)

Where the photograph was taken:

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.10 Work-based recorder/expert witness details



If a work-based recorder/expert witness is to be used to confirm your competence in the workplace (system to be agreed by assessor) then to meet the requirements of the construction industry qualification assessment strategy (as agreed by the key industry bodies) he/she must be occupationally competent, endorsed by the employer the IQA or the assessor. The designated work-based recorder should ordinarily be your immediate work supervisor. It is recognised that over the lifetime of the qualification you may be allocated more than one work-based recorder. The requirements detailed below therefore **must** be completed by each work-based recorder allocated to you.

I confirm I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

5.11 Assessor continuation sheet
On-site assessment plan/feedback
On-site observation

Portfolio evidence reference:	
--------------------------------------	--

Candidate name:		Date:	
------------------------	--	--------------	--

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.12 Signature sheet



Candidate name:		Date:	
------------------------	--	--------------	--

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

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Unit 101

Conforming to general health, safety and welfare in the workplace

GL 17

Level: 1

Unit aim: The aim of this unit is to provide you with an awareness of:

- relevant current statutory requirements and official guidance
- responsibilities, to self and others, relating to workplace health, safety and welfare
- adopting safe and healthy working practices
- personal behaviour and security in the workplace.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Comply with all workplace health, safety and welfare legislation requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area							
1.2 use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements							
1.3 comply with:							
a. statutory requirements							
b. safety notices and warning notices displayed within the workplace and/or on equipment							

1.4	state why and when health and safety control equipment, identified by the principles of protection, should be used relating to types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
1.5	state how the health and safety control equipment relevant to the work should be used in accordance with the given instructions							
1.6	state which types of:							
	a. health, safety and welfare legislation							
	b. notices and warning signs are relevant to the occupational area and associated equipment							
1.7	state why:							
	a. health, safety and welfare legislation							
	b. notices and warning signs are relevant to the occupational area and associated equipment							
1.8	state how to comply with control measures that have been identified by risk assessments and safe systems of work.							

2. Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 report any hazards created by changing circumstances within the workplace in accordance with organisational procedures							
2.2 list typical hazards associated with the work environment and occupational area in relation to:							
a. resources							
b. substances							
c. asbestos							
d. equipment							
e. obstructions							
f. storage							
g. services							
h. work activities							
2.3 list the current Health and Safety Executive top ten safety risks							
2.4 list the current Health and Safety Executive top five health risks							
2.5 state how changing circumstances within the workplace could cause hazards							
2.6 state the methods used for reporting changed circumstances, hazards and incidents in the workplace.							

3. Comply with organisational policies and procedures to contribute to health, safety and welfare.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
3.1	interpret and comply with given instructions to maintain safe systems of work and quality working practices												
3.2	contribute to discussions by offering/providing feedback relating to health, safety and welfare												
3.3	contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures												
3.4	safely store health and safety control equipment in accordance with given instructions												
3.5	dispose of waste and/or consumable items in accordance with legislation												
3.6	state the organisational policies and procedures for health, safety and welfare, in relation to:												
	a. dealing with accidents and emergencies associated with the work and environment												
	b. methods of receiving or sourcing information												
	c. reporting												
	d. stopping work												
	e. evacuation												
	f. fire risks and safe exit procedures												
	g. consultation and feedback												
3.7	state the appropriate types of fire extinguishers relevant to the work												
3.8	state how and when the different types of fire extinguishers are used in accordance with legislation and official guidance.												

4. Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 demonstrate behaviour which shows personal responsibility for general workplace health, safety and welfare							
4.2 state how personal behaviour demonstrates responsibility for general workplace health, safety and welfare, in relation to:							
a. recognising when to stop work in the face of serious and imminent danger to self and/or others							
b. contributing to discussions and providing feedback							
c. reporting changed circumstances and incidents in the workplace							
d. complying with the environmental requirements of the workplace							
4.3 give examples of how the behaviour and actions of individuals could affect others within the workplace.							

5. Comply with and support all organisational security arrangements and approved procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 provide appropriate support for security arrangements in accordance with approved procedures:							
a. during the working day							
b. on completion of the day's work							
c. for unauthorised personnel (other operatives and the general public)							
d. for theft							
5.2 state how security arrangements are implemented in relation to:							
a. the workplace							
b. the general public							
c. site personnel							
d. resources.							

Unit 101 Declaration

Conforming to general health, safety and welfare in the workplace

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 218

Conforming to productive working practices in the workplace

GL 20

Level: 2

Unit aim: The aim of this unit is to provide you with an awareness of:

- productive communication with line management, colleagues and customers
- interpreting information
- planning and carrying out productive work practices
- working with others or as an individual.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Communicate with others to establish productive work practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively							
1.2 describe the different methods of communicating with:							
a. line management							
b. colleagues							
c. customers							
1.3 describe how to use different methods of communication to ensure that the work carried out is productive.							

2. Follow organisational procedures to plan the sequence of work.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
2.1	interpret relevant information from organisational procedures in order to plan the sequence of work												
2.2	plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively												
2.3	describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:												
	d. using resources for own and other's work requirements												
	e. allocating appropriate work to employees												
	f. organising the work sequence												
	g. reducing carbon emissions												
2.4	describe how to contribute to zero/low carbon work outcomes within the built environment.												

3. Maintain relevant records in accordance with the organisational procedures.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
3.1	complete relevant documentation according to the occupation as required by the organisation												
3.2	describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:												
	h. job cards												
	i. worksheets												
	j. material/resource lists												
	k. time sheets												
3.3	explain the reasons for ensuring documentation is completed clearly and within given timescales.												

4. Maintain good working relationships when conforming to productive working practices.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
4.1	carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships												
4.2	apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others												
4.3	describe how to maintain good working relationships, in relation to:												
	a. individuals												
	b. customer and operative												
	c. operative and line management												
	d. own and other occupations												
4.4	describe why it is important to work effectively with:												
	a. line management												
	b. colleagues												
	c. customers												
4.5	describe how working relationships could have an effect on productive working												
4.6	describe how to apply principles of equality and diversity when communicating and working with others.												

Unit 218 Declaration

Conforming to productive working practices in the workplace

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 608

Moving, handling and storing resources in the workplace

GL 27

Level: 2

Unit aim: The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- complete work in a timely manner.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Comply with given information when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation							
1.2 interpret the given information relating to the use and storage of lifting aids and equipment							
1.3 describe the different types of technical, product and regulatory information, their source and how they are interpreted							
1.4 state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.5 describe how to obtain information relating to using and storing lifting aids and equipment.							

2. Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment whilst working:							
a. in the workplace							
b. in confined spaces							
c. below ground level							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative							
2.3 explain what the accident reporting procedures are and who is responsible for making the reports							
2.4 state the appropriate types of fire extinguishers relevant to the work							
2.5 describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.							

3. Maintain safe and healthy working practices when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when moving, handling and/or storing resources							
3.2 use lifting aids safely as appropriate to the work							
3.3 protect the environment in accordance with safe working practices as appropriate to the work							
3.4 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to moving, handling and/or storing resources, and the types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:							
a. collective protective measures							
b. personal protective equipment (PPE)							
c. respiratory protective equipment (RPE)							
d. local exhaust ventilation (LEV)							
3.5 describe how the health and safety control equipment relevant to the work should be used in accordance with the given instructions							
3.6 state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
a. fires							
b. spillages							
c. injuries							
d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select the relevant resources to be moved, handled and/or stored, associated with own work							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the occupational resources in relation to:							
g. lifting and handling aids							
h. container(s)							
i. fixing, holding and securing systems							
4.3 describe how the resources should be handled and how any problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work.							

5. Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 dispose of waste and packaging in accordance with legislation							
5.3 maintain a clean work space when moving, handling or storing resources							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given occupational resource information to move, handle and/or store resources to the required guidance.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when moving, handling and/or storing occupational resources:							
a. moving							
b. positioning							
c. storing							
d. securing and/or using lifting aids							
e. kinetic lifting techniques							
7.2 move, handle and/or store occupational resources to meet product information and organisational requirements relating to THREE of the following:							
a. sheet material							
b. loose material							
c. bagged or wrapped material							
d. fragile material							
e. tools and equipment							
f. components							
g. liquids							
7.3 describe how to:							
a. apply safe work practices							
b. follow procedures							
c. report problems and establish the authority needed to rectify them when moving, handling and/or storing occupational resources							
7.4 describe the needs of other occupations when moving, handling and/or storing resources.							

Unit 608

Moving, handling and storing resources in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 738
GL 110

Erecting and striking timber and proprietary formwork in the workplace

Level: 2

Unit aim: The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- complete work in a timely manner
- comply with contract information to the required specification.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when erecting and striking timber and proprietary formwork.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:												
a. drawings												
b. specifications												
c. schedules												
d. method statements												
e. risk assessments												
f. manufacturers' and suppliers' information												
1.2 comply with information and/or instructions derived from risk assessments and method statements												
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented												
1.4 describe different types of information, their source and how they are interpreted in relation to:												
a. drawings												
b. specifications												
c. schedules												
d. method statements												
e. risk assessments												
f. manufacturers' and suppliers' information.												
g. official guidance												
h. current regulations.												

2. Know how to comply with relevant legislation and official guidance when erecting and striking timber and proprietary formwork.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment whilst working:							
a. in the workplace							
b. below ground level							
c. at height							
d. in confined spaces							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative							
2.3 describe what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when erecting and striking timber and proprietary formwork.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when erecting and striking timber and proprietary formwork							
3.2 demonstrate compliance with given information and relevant legislation when erecting and striking timber and proprietary formwork in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health							
3.3 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to erecting and striking timber and proprietary formwork and the types, purpose and limitations of each type, the work situation and the general work environment, in relation to:							
d. collective protective measures							
e. personal protective equipment (PPE)							
f. respiratory protective equipment (RPE)							
g. local exhaust ventilation (LEV)							
3.4 describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5 describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
a. fires							
b. spillages							
c. injuries							
d. other task-related hazards.							

4. Select the required quantity and quality of resources for the methods of work to erect and strike timber and proprietary formwork.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:							
a. materials							
b. components							
c. fixings							
d. tools							
e. equipment							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. timber, timber sheets and non-timber based sheet material							
h. proprietary formwork and associated items							
i. tie systems							
j. soldiers and walings							
k. protective coatings							
l. fixtures and fittings							
m. access equipment							
n. hand powered tools, portable power tools and equipment							

4.3	describe how to confirm that the resources and materials conform to the specification							
4.4	describe:							
	a. how the resources should be used correctly							
	b. how problems associated with the resources are reported							
4.5	explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.6	describe any potential hazards associated with the resources and method of work							
4.7	describe how to calculate:							
	a. quantity							
	b. length							
	c. area							
	d. wastage associated with the method/procedure to erect and strike timber and proprietary formwork.							

5. Minimise the risk of damage to the work and surrounding area when erecting and striking timber and proprietary formwork.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2	maintain a clean work space							
5.3	dispose of waste in accordance with legislation							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							

5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when erecting and striking timber and proprietary formwork.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to erect and strike timber and proprietary formwork to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when erecting and striking timber and proprietary formwork:							
a. measuring							
b. marking out							
c. positioning							
d. securing							
e. finishing							
f. removing							
g. storing							
7.2 use and maintain:							
a. hand tools							
b. portable power tools							
c. ancillary equipment							
7.3 erect and strike timber formwork to given working instructions for at least TWO of the following:							
a. walls							
b. columns							
c. beams							
d. soffits							
e. bases							

7.4	erect and strike proprietary formwork systems to given working instructions for at least one of the following:							
	a. climbing							
	b. jumping							
	c. slip form							
	d. panel systems							
	e. soldiers and/or walings							
7.5	describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. erect and strike formwork for:							
	i. walls							
	ii. columns							
	iii. beams							
	iv. soffits							
	v. bases							
	vi. kickers							
	vii. stop-ends							
	viii. pre-cast units							
	b. erect and strike proprietary:							
	i. climbing							
	ii. jumping							
	iii. slip form							
	iv. panel systems							

c. attach and remove:							
i. soldiers							
ii. walings							
d. attach and remove safe lifting provision							
e. position and strike:							
i. box outs and bolt boxes							
ii. grout checks							
iii. level controls							
iv. angle fillets							
v. features							
f. position, secure and remove tie systems							
g. apply release agents							
h. identify differences in concrete pressure							
i. recognise and determine when specialist skills and knowledge are required and report accordingly							
j. work with, around and in close proximity to plant and machinery							
k. direct and guide the operations and movement of plant and machinery							
l. use hand tools, portable power tools and equipment							
m. work at height							
n. use access equipment							
7.6 describe the needs of other occupations and how to communicate within a team when erecting and striking timber and proprietary formwork.							
7.7 describe how to maintain the tools and equipment used to erect and strike timber and proprietary formwork							

Unit 738

Erecting and striking timber and proprietary formwork in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 739

Maintaining timber and proprietary formwork systems in the workplace

GL 75

Level: 2

Unit aim: The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- complete work in a timely manner
- comply with contract information to the required specification.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony

PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when maintaining timber and proprietary formwork systems.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' and suppliers' information							

1.2	comply with information and/or instructions derived from risk assessments and method statements							
1.3	describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.4	describe different types of information, their source and how they are interpreted in relation to:							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' and suppliers' information							
	g. current regulations.							

2. Know how to comply with relevant legislation and official guidance when maintaining timber and proprietary formwork systems.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	describe your responsibilities regarding potential accidents, health hazards and the environment whilst working::							
	a. in the workplace							
	b. below ground level							
	c. at height							
	d. in confined spaces							
	e. with tools and equipment							
	f. with materials and substances							
	g. with movement/storage of materials							
	h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when maintaining timber and proprietary formwork systems.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with legislation and organisational requirements when maintaining timber and proprietary formwork systems							
3.2 demonstrate compliance with given information and relevant legislation when maintaining timber and proprietary formwork systems in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention should be used, relating to maintaining timber and proprietary formwork systems, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to maintain timber and proprietary formwork systems.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:							
	a. materials							
	b. components							
	c. fixings							
	d. tools							
	e. equipment							

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
a. timber, timber sheets and non-timber based sheet material							
b. proprietary formwork and associated items							
c. tie systems							
d. soldiers and walings							
e. protective coatings							
f. fixtures and fittings							
g. access equipment							
h. hand powered tools, portable power tools and equipment							
4.3 describe how to confirm that the resources and materials conform to the specification							
4.4 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.5 explain why the organisational procedures have been developed and how they are used for the selection of required resources							

4.6	describe any potential hazards associated with the resources and method of work							
4.7	describe how to calculate:							
	a. quantity							
	b. length							
	c. area							
	d. wastage associated with the method/procedure to maintain timber and proprietary formwork systems.							

5. Minimise the risk of damage to the work and surrounding area when maintaining timber and proprietary formwork systems.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2	maintain a clean work space							
5.3	dispose of waste in accordance with current legislation							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							
5.5	explain why the disposal of waste should be carried out in relation to the work in accordance with:							
	a. environmental responsibilities							
	b. organisational procedures							
	c. manufacturers' information							
	d. statutory regulations							
	e. official guidance.							

6. Complete the work within the allocated time when maintaining timber and proprietary formwork systems.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to maintain timber and proprietary formwork systems to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when maintaining timber and proprietary formwork systems:							
a. measuring							
b. marking out							
c. positioning							
d. securing							
e. finishing							
f. removing							
g. storing							
7.2 use and maintain:							
a. hand tools							
b. portable power tools							
c. ancillary equipment							

7.3	assemble and maintain the following timber and proprietary formwork systems to given working instructions:							
	a. proprietary panels							
	b. make ups							
	c. box-outs							
	d. stop ends							
	e. bolt boxes							
7.4	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. maintain formwork systems for:							
	i. columns							
	ii. walls							
	iii. beams							
	iv. soffits							
	v. kickers							
	vi. pre-cast units							
	b. position and attach:							
	i. soldiers							
	ii. walings							
	c. construct:							
	i. make ups							
	ii. box-outs							
	iii. bolt boxes							
	iv. stop ends							

d. position and secure tie systems							
e. apply protective coatings							
f. recognise when formwork needs repair							
g. attach safe lifting provision							
h. lift and move fabricated timber and proprietary formwork							
i. recognise and determine when specialist skills and knowledge are required and report accordingly							
j. work with, around and in close proximity to plant and machinery							
k. direct and guide the operations and movement of plant and machinery							
l. use hand tools, portable power tools and equipment							
m. work at height							
n. use access equipment							
7.5 describe the needs of other occupations and how to communicate effectively within a team when maintaining timber and proprietary formwork systems							
7.6 describe how to maintain the tools and equipment used when maintaining timber and proprietary formwork systems.							

Unit 737 Declaration

Maintaining timber and proprietary formwork systems in the workplace

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA 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. 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, 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

*Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

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).

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