



City & Guilds Level 2 Certificate in Retrofit (7618-12)

Version 1.0 (April 2023)

Qualification Handbook

Qualification at a glance

Subject area	Construction
City & Guilds number	7618-12
Age group approved	16+
Entry requirements	None
Assessment	Assignment
Grading	Pass / Fail
Approvals	Full qualification approval
Support materials	Qualification handbook, sample assessments with mark schemes
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds qualification number	Regulatory reference number	GLH	TQT
City & Guilds Level 2 Certificate in Retrofit	7618-12	610/2251/2	120	132

Version and date	Change detail	Section
1.0 April 2023	Initial version	All

Contents

Qualification at a glance	2
Contents	4
1 Introduction	6
Structure	8
Total Qualification Time (TQT)	8
2 Centre requirements	9
Approval	9
Resource requirements	9
Quality assurance	9
Learner entry requirements	10
Age restrictions	10
Access to assessment and special consideration	10
3 Delivering the qualification	11
Initial assessment and induction	11
Support materials	11
4 Assessment	12
Assessment of the qualification	12
Assessment strategy	12
Time constraints	12
Written Assessments	12
Test specifications	13
5 Grading	16
Grading of qualification	16
6 Units	17
Structure of the units	17
Guidance for delivery of the units	17
Unit 202 Communication, legislation and regulation	18
Unit 203 Retrofit roles and responsibilities	22
Unit 204 Principles and practices of retrofit	24
Appendix 1 Relationships to other qualifications	27
Appendix 2 Sources of general information	28

1 Introduction

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

Area	Description
Who is the qualification for?	This qualification is aimed at learners aged 16 and above who have recently entered into the construction industry. This qualification is also suitable for tradespeople who desire to develop or improve their knowledge of retrofit in the construction industry especially PAS2035/2038. It is also for those without retrofit experience (electricians, joiners, plumbers, plasterers, bricklayers etc) who may wish to work in the related field of retrofit professional roles such as a Retrofit Advisor, Retrofit Assessor, Retrofit Co-ordinator, Retrofit Designer, Retrofit Installer and Retrofit Evaluator.
What does the qualification cover?	This qualification is for learners to develop knowledge and understanding of safe working practices and behaviours in retrofit. It will develop learners' knowledge of the regulations relevant to current industry standards and enable them to maintain effective working relationships (communications) when organizing a retrofit upgrade scheme. Learners will develop knowledge of the requirements of PAS 2035/2038 principles for the roles involved. This will include responsibilities and accreditation for the hierarchy of trades as well as the benefits. Learners will also identify pathways available for the retrofit professionals to progress within the PAS framework.
What opportunities for progression are there?	This qualification will enable learners to develop awareness of the retrofit industry and it can a starting point for a career progression into retrofit where learners can further develop into professional roles linked to PAS 2035/2038.

Area	Description
Who did we develop the qualification with?	This qualification has been developed in collaboration with industry specialists and established lecturers and assessors.
Is it part of an apprenticeship framework or initiative?	The City & Guilds Level 2 Certificate in Retrofit is not an apprenticeship, but it could be taken as a value added off the job training qualification to enable apprentices to learn about the evolving Retrofit industry. It can be embedded into the apprentices learning journey to support the relevance to the current industry climate. This Certificate can be delivered as a standalone qualification or used in an induction programme or integrated within a longer programme of study in a vocational area.

Structure

To achieve the **City & Guilds Level 2 Certificate in Retrofit**, learners must achieve **three** mandatory units.

City & Guilds unit number	Unit title	GLH
Mandatory units:		
Learners must achieve three mandatory units.		
202	Communication, legislation and regulation	40
203	Retrofit roles and responsibilities	20
204	Principles and practices of retrofit	60

Total Qualification Time (TQT)

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

- 1) The number of hours that an awarding organisation has assigned to a qualification for Guided Learning, and
- 2) An estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 2 Certificate in Retrofit	120	132

2 Centre requirements

Approval

Full approval

To offer this qualification, centres will need to gain qualification approval. Please refer to the document **Quality Assurance Standards: Centre Approval Process** 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 these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area(s) 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 recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Continuing Professional Development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and quality assurance, and that it takes account of any national or legislative developments.

Quality assurance

To offer this qualification, centres will need to gain centre and qualification approval.

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Our quality assurance process includes a review of the centres' own internal procedures for monitoring quality. This will be done through our centre and qualification approval process and on-going EQA monitoring process. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. For more detail on this visit the **Quality Assurance Standards** documents on the City & Guilds website.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers must

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing qualification
- be familiar with the occupation and technical content covered within the qualification.

External quality assurance for the qualification will be provided by City & Guilds EQA process. EQAs are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

Learner entry requirements

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

Age restrictions

This qualification is approved for learners aged 16 or above.

Access to assessment and special consideration

For information on how to apply for access arrangements please refer to ***How and when to apply for access arrangements and special consideration (cityandguilds.com)***

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner 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 learner fully understands the requirements of the qualification, their responsibilities as a learner, 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
Qualification handbook	www.cityandguilds.com
Sample assessments	www.cityandguilds.com

4 Assessment

Assessment of the qualification

Candidates must:

- successfully complete three assignments for each of the three mandatory units.

Assessment Types			
Unit	Title	Assessment method	Where to obtain assessment materials
202	Communication, legislation and regulation	Externally set, internally marked Assignment	www.cityandguilds.com
203	Retrofit roles and responsibilities	Externally set, internally marked Assignment	www.cityandguilds.com
204	Principles and practices of retrofit	Externally set, internally marked Assignment	www.cityandguilds.com

Assessment strategy

City & Guilds has written the following assessments to use with this qualification:

- live assignments which can be downloaded from the City & Guilds website
- sample assignments which can be downloaded from the City & Guilds website.

Time constraints

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

- the assessment must be completed within the learner's period of registration.

Written Assessments

All written assessments should be conducted according to the Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations (ICE). This document contains detailed information on the administration of examinations before, during and after.

Test specifications

These boundaries may be subject to slight variation to ensure fairness should any variations in the difficulty of the assignments identified.

The way the knowledge is covered by each assignment is laid out in the table below:

Assessment title: Communication, legislation and regulation

Assessment type: Assignment

Assessment conditions: Open book

Duration: 6 hours

Graded: Pass/Fail

Pass Mark: The pass mark for this assessment is set at 60%.

Test:	Duration: 6 hours		
Unit	Outcome	Number of marks	Percentage %
202	LO1 Understand legislation and regulations relevant to the retrofit industry	62	62
	LO2 Understand effective communication with customers, team and management	15	15
	LO3 Understand how to meet customer needs and expectations	23	23
Total		100	100%

Assessment title: Retrofit roles and responsibilities

Assessment type: Assignment

Assessment conditions: Open book

Duration: 6 hours

Graded: Pass/Fail

Pass Mark: The pass mark for this examination is set at 60%.

Test:	Duration: 6 hours		
Unit	Outcome	Number of marks	Percentage %
203	LO1 Understand the roles and responsibilities within retrofit PAS 2035/2038 core principles	30	50
	LO2 Understand the benefits of the various retrofit roles	30	50
Total		60	100%

Assessment title: Principles and practices of retrofit

Assessment type: Assignment

Assessment conditions: Open book

Duration: 6 hours

Graded: Pass/Fail

Pass Mark: The pass mark for this examination is set at 60%.

Test:	Duration: 6 hours		
Unit	Outcome	Number of marks	Percentage %
204	LO1 Understand the core principles of PAS 2035/2038 for the retrofit industry	38	38
	LO2 Understand the PAS 2035/2038 risk pathways	29	29
	LO3 Understand the differences between PAS 2035 retrofit framework and PAS 2038 retrofit framework	33	33
Total		100	100%

5 Grading

Grading of qualification

All three assessments are to be graded Pass/Fail and a pass will be required for all three units.

For full details on how to grade the qualification, refer to the Assessment Pack available on the qualification page of www.cityandguilds.com.

City & Guilds will provide the following assessment materials:

- Candidate assignments and Assessor packs, including different versions

The assessment materials are password protected and can be found on the City & Guilds website:

<https://www.cityandguilds.com/qualifications-and-apprenticeships/construction/construction/7618-level-2-award-certificate-in-retrofit#tab=information>

The password is available to registered centres on the Walled Garden.

6 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Assessment Type
- Aim
- Learning outcomes, which are comprised of a number of assessment criteria
- Range statements.

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use.

Guidance for delivery of the units

This qualification is comprised of three units. This qualification will enable learners to develop awareness of the retrofit industry and it can be a starting point for career progression into retrofit construction. This qualification does not lead to any kind of employment nor are learners who have completed the qualification deemed to be occupationally competent.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a learner should possess.

Each **learning outcome** has a set of **assessment criteria** (knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

Range statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied.

Unit 202

Communication, legislation and regulation

Level:	2
GLH:	40
Assessment type:	Assignment
Aim:	The purpose of this unit is for learners to develop knowledge and understanding of the requirements of safe working practices and behaviours in the retrofit upgrading scheme. It will also develop learners' knowledge of the legislation and regulations relevant to current industry standards and enable them to maintain effective working relationships (communications) when organising a retrofit upgrade scheme. Learners will also develop knowledge and understanding of how to meet customers' needs and expectations.

Learning outcome

The learner will:

LO1 Understand legislation and regulations relevant to the retrofit industry

Assessment criteria

The learner can:

AC1.1 explain **legislation, regulation and guidance** relevant to the retrofit industry

AC1.2 describe **building processes** relevant to a retrofit upgrade

AC1.3 explain the purpose and process of **risk assessment**

Range

AC1.1 **legislation, regulation and guidance**

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1999)
- Personal Protective Equipment Legislation at Work (1992 as amended 2002)
- Provision and Use of Work Equipment Regulations (1998)
- Lifting Operations and Lifting Equipment Regulations (1998 as amended 2001)
- Manual Handling Regulations (1992 as amended 2002)
- Working at Height Regulations (2005)
- Construction Design and Management Regulations (2015)
- The Electricity at Work Regulations (1989)

- Gas safety management Regulations (1996)
- The Pipelines Safety Regulations (1996)
- Building Regulations (2010 as amended)
- Reporting of Diseases and Dangerous Occurrence Regulations (2013)
- Control of Asbestos Regulations (2012)
- Control of Substances Hazardous to Health (2002)
- Publicly Available Specification (PAS 2035/2038)

AC1.2 **building processes**

- engaging in a Fabric First approach
- erection, extension or material alteration of a building
- installation of external layer through cladding or rendering incorporating new thermal element
- providing a new layer through dry-lining the internal surface a thermal element
- replacing an existing wall, floor, roof or ceiling by stripping down the element to expose basic structural components and then re-instate with new thermal element
- installing cavity wall insulation
- replace and/or upgrade inefficient doors and windows
- replace and/or upgrade inefficient heating, lighting, and ventilation services

AC1.3 **risk assessment**

- method (how, why and when)
- method statement
- comply with legal requirements
- common causes of work related (fatalities, injuries)
- manage risk
- prevention - accidents and ill health
- definitions of: accident, near miss, hazard, risk competence
- identify typical hazards and potential risks
- identify responsibilities and those affected
- constant review

Learning outcome

The learner will:

LO2 Understand effective communication with customers, team and management

Assessment criteria

The learner can:

AC2.1 describe the processes and effective methods when **communicating with clients**

AC2.2 describe the processes and effective methods when **communicating with the team**

AC2.3 describe the processes and effective methods when **communicating with management**

Range

AC2.1 **communication with clients**

- documentation at commissioning

- contact client in advance of arrival
- update progress
- dealing with challenges (access/targets/material shortages/tenants)

AC2.2 **communication with team**

- agreed method
- develop and use interpersonal skills
- efficient issuing
- handover of tasks

AC2.3 **communication with management**

- keep informed (accidents/near misses)
- timely manner
- raise any issues
- raise safety at work

Learning outcome

The learner will:

LO3 Understand how to meet customer needs and expectations

Assessment criteria

The learner can:

AC3.1 identify the importance of adapting **communication** to meet the needs of individual customers

AC3.2 identify the importance of adapting **behaviours** to meet the needs of individual customers

AC3.3 identify methods of assessing **customer satisfaction**

Range

AC3.1 **communication**

- body language
- face-to-face, telephone, email, letter
- tone of voice, pitch, appropriate use of language
- professional interaction

AC3.2 **behaviours**

- welcoming
- friendly
- polite
- respectful
- body language

AC3.3 **customer satisfaction**

- evaluation tools
- company systems
- sources of information
- gathering feedback
- formal/informal feedback processes
- assessing feedback against agreed criteria
- meeting deadlines
- resolution (HEAT - Hear, Empathise, Apologise, Take ownership)

Unit 203

Retrofit roles and responsibilities

Level:	2
GLH:	20
Assessment type:	Assignment
Aim:	The purpose of this unit is for learners to develop knowledge and understanding of the roles and responsibilities within retrofit PAS 2035/2038 requirements. This will include developing knowledge and understanding of the benefits and interactions of the retrofit roles.

Learning outcome

The learner will:

LO1 Understand the roles and responsibilities within the retrofit PAS 2035/2038 core principles

Assessment criteria

The learner can:

AC1.1 describe the **roles and responsibilities** within PAS 2035/2038

AC1.2 state **competencies** required for roles relating to PAS 2035/2038

Range

AC1.1 roles and responsibilities

- Retrofit Advisor – provide advice on measures to clients
- Retrofit Assessor – carry out dwelling assessments
- Retrofit Co-ordinator – management of the entire process
- Retrofit Designer – undertakes the retrofit design process
- Retrofit Installer – the person or trades who undertakes the retrofit work
- Retrofit Evaluator – monitors and evaluates the effectiveness of the retrofit project

AC1.2 competencies

- teamwork
- decision making
- reliability
- motivation
- problem solving
- adaptability

- planning and organising
 - stress tolerance
 - attention to detail
 - customer-orientated
 - ability to learn
 - monitoring progress
 - managing conflict
-

Learning outcome

The learner will:

LO2 Understand the benefits and interactions of the retrofit roles in PAS 2035

Assessment criteria

The learner can:

AC2.1 describe the **benefits** of the retrofit roles in PAS 2035

AC2.2 describe the **interaction** between retrofit roles to ensure successful completion of a retrofit project

Range

AC2.1 **benefits**

- improved communication
- maintenance of standards
- customer satisfaction
- environmental
- energy efficiency
- improved building stock

AC2.2 **interaction**

- communication
- team building
- customer liaison
- professional progression into new roles
- share knowledge and skills
- successful delivery

Unit 204

Principles and practices of retrofit

Level:	2
GLH:	60
Assessment type:	Assignment
Aim:	<p>The purpose of this unit is for learners to develop knowledge and understanding of the core principles of PAS 2035 and PAS 2038 including the required safe practices and behaviours to work in the retrofit industry. This will enable learners to understand the retrofit upgrading scheme relevant to current industry standards and risk pathways.</p> <p>Learners will also develop their knowledge of the differences between PAS 2035 framework and PAS 2038 framework and understand how these impact on installing and preparing a property retrofit system.</p>

Learning outcome

The learner will:

LO1 Understand the core principles, impact and influences of PAS 2035/2038 for the retrofit industry

Assessment criteria

The learner can:

AC1.1 describe the **core principles** of PAS 2035/2038 relevant to the retrofit industry

AC1.2 describe how the core principles of PAS 2035/2038 **impact** a retrofit project

AC1.3 understand how **TrustMark influences** PAS 2035/2038

Range

AC1.1 core principles

- professional accountability
- whole house retrofit
- bespoke projects
- Build Tight, Ventilate Right
- Quality, Quality, Quality
- Fabric first retrofit

AC1.2 impact

- deep assessment
- data gathering
- risk assessment
- design input
- seamless design and installation
- monitoring and evaluation

AC1.3 TrustMark influences

- role and responsibilities
- implement government directives
- authority to control PAS 2035/2038
- monitor compliance
- register of approved tradespeople
- standardisation of professional competence

Learning outcome

The learner will:

LO2 Understand the PAS 2035/2038 **risk pathways** and the factors influencing how they are chosen

Assessment criteria

The learner can:

AC2.1 describe the PAS 2035/2038 **risk pathways**

AC2.2 explain the **factors** influencing risk pathways and how they are chosen

Range

AC2.1 pathways

- pathway A – basic assessment of the property required for standard properties
- pathway B – technical assessment of a high-risk property
- pathway C - in depth assessment of multiple high-risk properties (including air permeability) of special interest

AC2.2 factors

- building type
- order of decision making
- risk assessment
- criteria
- responsible role

Learning outcome

The learner will:

LO3 Understand the **differences** and **specification elements** between PAS 2035 retrofit framework and PAS 2038 retrofit framework

Assessment criteria

The learner can:

AC3.1 describe the **differences** in building types between PAS 2035 and PAS 2038

AC3.2 describe the **specification elements** contained in PAS 2038

Range

AC3.1 **differences**

- multi-use
- commercial
- industrial
- educational
- worship
- complex buildings

AC3.2 **specification**

- improvement option evaluation
- design and validation
- testing
- final evaluation
- current economic impacts

Appendix 1 Relationships to other qualifications

Links to other qualifications

This qualification has connections to the:

- City & Guilds Level 2 Award in Retrofit

Useful resources

- <https://www.gov.uk/government/publications/net-zero-strategy>
- <https://www.gov.uk/government/publications/environmental-and-sustainability-policy>
- <https://ukcop26.org/the-conference/cop26-outcomes/>
- <https://www.un.org/en/sustainable-development-goals>

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 **Centre Document Library** on **www.cityandguilds.com** or click on the links below:

Quality Assurance Standards: Centre Handbook

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- Centre quality assurance criteria and monitoring activities
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

Quality Assurance Standards: Centre Assessment

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements, or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.

Access arrangements - When and how applications need to be made to City & Guilds 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 Document Library** also contains useful information on such things as:

- Conducting examinations
- Registering learners
- Appeals and malpractice

Useful contacts

Please visit the Contact Us section of the City & Guilds website, **[Contact us](#)**

City & Guilds

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

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