

Level 3 Certificates in Decontamination of Instruments and Devices (3130)

August 2017 Version 2.1



Qualification at a glance

Subject area	Health and social care
City & Guilds number	3130
Age group approved	16+
Entry requirements	Learners must have access to a work setting/placement and the opportunity to decontaminate instruments and devices in a decontamination area
Assessment	Portfolio/assignment/evolve test
Fast track	Centres approved to deliver 4234-31 will be able to apply for fast track approval for 3130-31 Centres approved to deliver 4223-17 will be able to apply for fast track approval for 3130-03
Support materials	Centre handbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number
Level 3 Certificate in Decontaminating Medical Devices	108	160	3130-03	601/0999/3
Level 3 Certificate in Dental Decontamination	95	160	3130-31	601/1000/4

Version and date	Change detail	Section
2.1 August 2017	Added TQT details and deleted QCF details	Qualification at a glance and Introduction
	Removed QCF	Appendix 2
2.0 April 2014	Age range amended.	Age restrictions



Contents

1	Introduction	4
	Structure	5
2	Centre requirements	7
	Approval	7
	Resource requirements	7
	Learner entry requirements	9
3	Delivering the qualification	10
	Initial assessment and induction	10
	Support materials	10
	Recording documents	10
	Assessment	12
	Units	15
Unit 007	The principles of infection prevention and control	16
Unit 201	Collection of used equipment	19
Unit 202	Sort used equipment and dispose of waste	21
Unit 203	Prepare, load and operate decontamination equipment	23
Unit 204	Prepare re-useable medical devices for sterilisation	25
Unit 205	Carry out sterilisation and product release of re-useable medical devices	27
Unit 206	Understand how to monitor the decontamination process	29
Unit 301	Professional practice in dental decontamination	31
Unit 302	The layout of the dental decontamination area	35
Unit 303	Decontaminating dental instruments within the decontamination area	39
Unit 304	Validation and maintenance of dental instruments and equipment	46
Unit 305	Principles of infection control in the dental environment	50
Appendix 1	Relationships to other qualifications	55
Appendix 2	Sources of general information	56



1 Introduction

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

Area	Description
Who are the qualifications for?	The qualifications have been developed for learners who work in a health or dental setting decontaminating instruments and devices as part of their normal job role
What do the qualifications cover?	They allow learners to learn and develop the skills required for employment and/or career progression.
Who did we develop the qualifications with?	They were developed by a team of occupational experts. The content of the qualifications has been informed by the National Occupational Standards for Health, the General Dental Council and legislative guidance on the decontamination of instruments and devices.
What opportunities for progression are there?	<p>Achieving the qualification may enable learners to progress into employment, pursue career opportunities in decontamination or engage with further professional development.</p> <p>Learners who achieve the Level 3 Certificate in Decontaminating Medical Devices may progress to study a wide range of health care qualifications such as the Level 2 or Level 3 Diploma in Healthcare.</p> <p>Learners who achieve the Level 3 Certificate in Dental Decontamination may progress to study qualifications such as the Level 3 Diploma in Dental Nursing.</p>

Structure

To achieve the **Level 3 Certificate in Decontaminating Medical Devices (3130-03)**, learners must achieve **16** credits from the mandatory units shown below.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	Unit Level
Mandatory				
L/501/6737	Unit 007	The principles of infection prevention and control	3	2
Y/503/8840	Unit 201	Collection of used equipment	2	2
D/503/8841	Unit 202	Sort used equipment and dispose of waste	2	2
H/503/8842	Unit 203	Prepare, load and operate decontamination equipment	3	3
K/503/8843	Unit 204	Prepare re-useable medical devices for sterilisation	3	3
M/503/8844	Unit 205	Carry out sterilisation and product release of re-useable medical devices	2	3
T/503/8845	Unit 206	Understand how to monitor the decontamination process	1	3

To achieve the **Level 3 Certificate in Dental Decontamination (3130-31)**, learners must achieve **16** credits from the mandatory units shown below.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	Unit Level
Mandatory				
J/505/3527	Unit 301	Professional practice in dental decontamination	3	3
J/505/3530	Unit 302	The layout of the dental decontamination area	3	3
R/505/3529	Unit 303	Decontaminating dental instruments within the decontamination area	3	3
F/505/3526	Unit 304	Validation and maintenance of dental instruments and equipment	2	3
L/505/3528	Unit 305	Principles of infection control in the dental environment	5	3

Total Qualification Time

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

Title and level	GLH	TQT
Level 3 Certificate in Decontaminating Medical Devices	108	160
Level 3 Certificate in Dental Decontamination	95	160



2 Centre requirements

Approval

If your Centre is approved to offer the qualification 4234-31 you can apply for the new 3130-31 using the **fast track approval form**, available from the City & Guilds website.

If your Centre is approved to offer the qualification 4223-17 you can apply for the new 3130-03 using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification[s] 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 areas for which they are delivering training and/or have experience of providing training. This knowledge must be current and to the same level as the training being delivered
- hold a qualification recognised by the General Dental Council for registration and demonstrate on-going occupational competence if they wish to deliver the Certificate in Dental Decontamination

- have recent relevant experience in the specific area they will be assessing and up to date knowledge of the legislation pertaining to decontamination within the relevant sector.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Assessors and internal quality assurer

Centre staff should hold, or be working towards, the relevant Assessor/Internal Quality Assurer TAQA qualification for their role in delivering, assessing and verifying these qualifications, or meet the relevant experience requirements outlined above.

Assessors who do not hold the relevant Assessor/TAQA qualification, but have the occupational competence and experience required for delivering the certificate, can be supported by a qualified assessor whilst they work towards an assessor qualification. The qualified assessor who supports this assessor does not need to have occupational expertise or experience to meet all learning outcomes. The supporting assessor must have a relevant occupational background and current occupational competence/knowledge across some of the competences within the qualification.

Co-ordinating assessors

In order that the requirements for occupational competence of assessors and expert witnesses can be met while allowing flexibility of delivery, candidates may have more than one assessor or expert witness involved in the assessment process.

Where more than one assessor or expert witness is involved, there must be a named assessor who is responsible for the overall co-ordination of the assessment for each candidate.

Co-ordinating assessors will be responsible for integrating, planning and directing assessment for the whole qualification. Co-ordinating assessors must ensure that the best use is made of all available evidence and will make the final judgement of competence in each unit where other assessors or expert witnesses have been involved.

The co-ordinating assessor must be a qualified assessor, who is occupationally competent, occupationally experienced and experienced in the assessment of work based learning.

It is expected that co-ordinating assessors will work closely with internal quality assurers to ensure standardised practice and judgements within the assessment process.

Assessor requirements for the Level 3 Certificate in Dental Decontamination

Assessors should be one of the following:

- a dentist who holds a qualification recognised by the GDC for registration

- a dental nurse who holds a qualification recognised by the GDC for registration and who can demonstrate on-going occupational competence
- a Dental Care Professional (DCP) who is competent in the area of practice and holds a qualification recognised by the GDC for enrolment or statutory registration
- those professionals who are competent in the area of practice to which the national occupational standards apply and who hold a qualification recognised by another UK regulatory body in health and social care (e.g. anaesthetists, radiographers).

All assessors should be registered dental (care) professionals.

Centres must check the qualification and **registration status** of assessors. An action plan should be agreed for assessors to register with the General Dental Council (GDC) in a time period not longer than 18 months.

Advice for assessors who are not currently registered with the General Dental Council (GDC)

What is required for GDC registration?

You must hold a qualification approved by the GDC in order to be eligible to apply for registration. Please review the requirements on the GDC website for clarification www.gdc-uk.org

Dental nurse assessors who are not currently registered with the General Dental Council and who do not have a recognised qualification must make arrangements to complete a recognised qualification, within a set timescale, as agreed with their Qualification Consultant. A suitable time period should be agreed which should not exceed 18 months.

Continuing professional development (CPD)

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

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 qualifications successfully.

As part of the assessment for this qualification, learners must have access to a work setting/placement and the opportunity for competency to be proven in a decontamination area.

Age restrictions

The qualification has been developed for learners aged 16+. City & Guilds cannot accept registrations for learners aged under 16.



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

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualifications, 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 these qualifications:

Description	How to access
Assessments for units	www.cityandguilds.com
Fast track approval forms	www.cityandguilds.com

Recording documents

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

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

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

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the qualification consultant, before they are used by candidates and assessors

at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.



Assessment

Unit	Level	Title	Assessment method	Where to obtain assessment materials
007	2	The principles of infection prevention and control	Assignment This assignment It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds	City & Guilds website
201	2	Collection of used equipment	Portfolio	
202	2	Sort used equipment and dispose of waste	Portfolio	
203	3	Prepare, load and operate decontamination equipment	Portfolio	
204	3	Prepare re-useable medical devices for sterilisation	Portfolio	
205	3	Carry out sterilisation and product release of re-useable medical devices	Portfolio	
206	3	Understand how to monitor the decontamination process	Assignment The assignment covers the skills and knowledge in the unit. It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds	City & Guilds website
301	3	Professional practice in dental decontamination	Portfolio	

Unit	Level	Title	Assessment method	Where to obtain assessment materials
302	3	The layout of the dental decontamination area	Portfolio	
303	3	Decontaminating dental instruments within the decontamination area	Portfolio	
304	3	Validation and maintenance of dental instruments and equipment	Portfolio	
305	3	Principles of infection control in the dental environment	City & Guilds multiple choice test The test covers the all of the knowledge in the unit.	The multiple choice test will be available from January 2014

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to the assessment requirements for a new qualification. RPL may contribute to the evidence submitted by the learner as long as it is sector specific and current.

Expert witnesses

The use of expert witnesses is allowed as a contribution to the assessment of evidence of the candidate's competence.

The expert witness must have:

- the same vocational expertise as assessors
- a working knowledge of the competences on which their expertise is based
- current expertise and occupational competence i.e. within the last two years, either as a dental nurse, dental practitioner or oral health manager or a healthcare professional with expertise in decontaminating instruments and devices in a health setting. This experience should be credible and clearly demonstrable through continuing learning and development.

The role of the expert witness is to provide testimony to the competence of the candidate in meeting the learning outcomes in any given unit. This

testimony must directly relate to candidate performance in the work place which has been seen by the expert witness.

Expert witnesses must be inducted by the centre to familiarise them with the requirements of the qualification and the principles for writing an expert witness testimony.

It is not necessary for expert witnesses to hold assessor qualifications as a qualified assessor must decide upon the acceptability of all evidence sources, including Expert Witness Testimony.



Units

Availability of units

The following units can also be obtained from The Register of Regulated Qualifications: <http://register.ofqual.gov.uk/Unit>

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- guided learning hours
- unit aim
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

UAN:	L/501/6737
Level:	2
Credit value:	3
GLH:	30
Relationship to NOS:	There are some relationships between this unit and those of other standards such as Key Skills, Functional Skills and Skills for Life. This unit is based upon the Skills for Health Infection Control workplace competencies.
Assessment requirements specified by a sector or regulatory body:	Assignment
Aim:	To introduce the learner to national and local policies in relation to infection control; to explain employer and employee responsibilities in this area; to understand how procedures and risk assessment can help minimise the risk of an outbreak of infection. Learners will also gain an understanding of how to use PPE correctly and the importance of good personal hygiene.

Learning outcome
The learner will:
1. Understand roles and responsibilities in the prevention and control of infections.
Assessment criteria
The learner can:
1.1 explain employees' roles and responsibilities in relation to the prevention and control of infection
1.2 explain employers' responsibilities in relation to the prevention and control of infection.

Learning outcome
The learner will: 2. Understand legislation and policies relating to prevention and control of infections.
Assessment criteria
The learner can: 2.1 outline current legislation and regulatory body standards which are relevant to the prevention and control of infection 2.2 describe local and organisational policies relevant to the prevention and control of infection.

Learning outcome
The learner will: 3. Understand systems and procedures relating to the prevention and control of infections.
Assessment criteria
The learner can: 3.1 describe procedures and systems relevant to the prevention and control of infection 3.2 explain the potential impact of an outbreak of infection on the individual and the organisation.

Learning outcome
The learner will: 4. Understand the importance of risk assessment in relation to the prevention and control of infections.
Assessment criteria
The learner can: 4.1 define the term risk 4.2 outline potential risks of infection within the workplace 4.3 describe the process of carrying out a risk assessment 4.4 explain the importance of carrying out a risk assessment.

Learning outcome
The learner will: 5. Understand the importance of using Personal Protective Equipment (PPE) in the prevention and control of infections.
Assessment criteria
The learner can: 5.1 demonstrate correct use of PPE 5.2 describe different types of PPE 5.3 explain the reasons for use of PPE 5.4 state current relevant regulations and legislation relating to PPE 5.5 describe employees' responsibilities regarding the use of PPE

5.6	describe employers' responsibilities regarding the use of PPE
5.7	describe the correct practice in the application and removal of PPE
5.8	describe the correct procedure for disposal of used PPE.

Learning outcome
The learner will:
6. Understand the importance of good personal hygiene in the prevention and control of infections.
Assessment criteria
The learner can:
6.1 describe the key principles of good personal hygiene
6.2 demonstrate good hand washing technique
6.3 describe the correct sequence for hand washing
6.4 explain when and why hand washing should be carried out
6.5 describe the types of products that should be used for hand washing
6.6 describe correct procedures that relate to skincare.

UAN:	Y/503/8840
Level:	2
Credit value:	2
GLH:	17
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Health
Aim:	The aim of this unit is to assess the competence and knowledge of the learner when collecting used equipment in line with Health and Safety, organisational policies, legislation and guidance.

Learning outcome
The learner will:
1. Be able to collect used equipment.
Assessment criteria
The learner can:
1.1 select the personal protective equipment (PPE) to be worn in the area
1.2 wear the correct PPE for this area
1.3 identify collection equipment
1.4 explain the colour coding for different bags and containers
1.5 explain the responsibilities when collecting used equipment and the consequences of not meeting these responsibilities
1.6 collect dirty items from designated areas using the correct equipment
1.7 explain the importance of ensuring the containers and bags are sealed and labelled correctly
1.8 identify where used items are received
1.9 unload the items in the correct place for sorting.

Learning outcome
The learner will: 2. Be able to implement standard precautions for infection prevention.
Assessment criteria
The learner can: 2.1 maintain collection equipment in a clean and serviceable condition 2.2 explain the process and purpose of the segregated decontamination 2.3 explain the importance of following the housekeeping schedule and the potential consequences of non-compliance 2.4 identify the consequences of poor practice if used items are not received and dealt with in the appropriate way 2.5 outline the relevant legislation and organisational procedures in relation to infection prevention and health and safety 2.6 explain the process for the removal and disposal of PPE.

Learning outcome
The learner will: 3. Be able to complete records according to organisational requirements.
Assessment criteria
The learner can: 3.1 record the receipt of collection equipment into the department 3.2 maintain accurate records in accordance with the relevant legislation, organisational policies and procedures 3.3 report accidents and incidents in accordance with organisational requirements 3.4 report any issues which are outside their own sphere of competence to the relevant member of staff.

UAN:	D/503/8841
Level:	2
Credit value:	2
GLH:	17
Assessment requirements:	Portfolio
Aim:	The aim of this unit is to assess the competence and knowledge of the learner when sorting used equipment and disposing of waste in line with Health and Safety, organisational policies, legislation and guidance.

Learning outcome
The learner will: 1. Be able to handle returned re-useable medical devices.
Assessment criteria
The learner can: 1.1 select the personal protective equipment (PPE) to be worn in the area 1.2 wear the correct PPE for this area 1.3 unload trolleys/containers/boxes safely 1.4 unwrap and scan items into the computer 1.5 sort and place items in the appropriate place according to the cleaning and disinfection process 1.6 describe the procedures to be followed when hazardous and non-confirming objects are found in the returned items 1.7 explain the importance of checking returns against tray checklists in accordance with organisational requirements.

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to dispose of waste, applying standard precautions and health and safety measures.
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 2.1 state the precautions to be followed when handling contaminated waste in returned items 2.2 dispose of any waste in line with legislation and organisational requirements 2.3 explain the consequences of not complying with organisational and legislation requirements when disposing of waste 2.4 explain the process for removal and disposal of PPE.

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 3. Be able to complete records according to organisational requirements to include tracking and traceability.
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 3.1 explain the reasons why DIN trays/containers must be matched to sets 3.2 maintain accurate and complete electronic records 3.3 follow relevant legislation, policies and procedures for sorting returned items 3.4 report accidents and incidents in accordance with legislation and organisational requirements 3.5 report any issues which are outside their own sphere of competence to the relevant member of staff.

UAN:	H/503/8842
Level:	3
Credit value:	3
GLH:	23
Assessment requirements specified by a sector or regulatory body:	Portfolio
Aim:	The aim of this unit is to assess the competence and knowledge of learners in how to prepare, load and operate the decontamination equipment in line with Health and Safety, organisational policies, legislation and guidance.

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 1. Be able to apply the standard procedures for preparing, loading and operating decontamination equipment.
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 select the appropriate PPE 1.2 explain the choice of PPE selected 1.3 explain the function of each piece of decontamination equipment 1.4 list the checks that are carried out on the decontamination equipment in line with relevant legislation and guidance requirements 1.5 complete the housekeeping responsibilities in relation to the decontamination area equipment 1.6 describe the operating instructions for washer/disinfectors 1.7 explain the process followed when discovering abnormal performance of decontamination equipment 1.8 state the concentrations of detergents, other chemicals and quality of water used in the decontamination process.

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to apply the correct process to be used for the items to be decontaminated.
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 2.1 disassemble a tray for use in a washer disinfecter 2.2 check off instruments against checklist taking notice of any comments made by user 2.3 explain the importance of keeping sets of items being processed together 2.4 scan items for tracking and traceability purposes in accordance with organisational procedures 2.5 identify items requiring special attention and handle in accordance with manufacturer's instructions 2.6 explain the importance of ensuring, when manually cleaning, that the correct amount of water to chemicals is used and at what temperature the water should not exceed.

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 3. be able to follow the manufacturers and organisational guidelines when cleaning of equipment and instruments.
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 3.1 dismantle items to be processed and where appropriate, use brush and jet sprays ensuring instrument is fully submerged if items are to be manually cleaned 3.2 maintain permissible weight and reach limits in accordance with manual handling regulations 3.3 load items in the correct position with maximum exposure to the process 3.4 state the time and temperature requirements to achieve decontamination and disinfection of all items processed in the washer/disinfecter 3.5 explain the procedure to follow with inadequately cleaned items 3.6 carry out the process for removal and disposal of PPE.

Unit 204

Prepare re-useable medical devices for sterilisation

UAN:	K/503/8843
Level:	3
Credit value:	3
GLH:	24
Assessment requirements specified by a sector or regulatory body:	portfolio
Aim:	This unit is about the process of unloading the washer/disinfector, preparing and packing medical devices for sterilisation in line with Health and Safety, organisational policies, legislation and guidance.

Learning outcome
The learner will: 1. Be able to prepare the decontaminated equipment in the clean room.
Assessment criteria
The learner can: 1.1 unload the washer/disinfectors 1.2 check that the parameters of the wash cycle have been met 1.3 check visually that all devices are clean and dry; inspecting delicate devices in a way that will avoid damage 1.4 state the process and purpose of inspecting and assembling equipment 1.5 explain the importance of being able to recognise instruments processed by the department 1.6 test instrumentation to ensure correct operation 1.7 follow the process when medical devices are missing or in need of repair.

Learning outcome
The learner will: 2. Be able to identify standard precautions for infection prevention.
Assessment criteria
The learner can: 2.1 select the personal protective equipment (PPE) to be worn in the clean change area 2.2 wear the correct PPE for the clean area 2.3 list the requirements of the health hygiene and dress code policy 2.4 describe the difference between a 'dirty room' (wash area) and a clean room 2.5 explain the checks that are routinely carried out in the clean room to ensure that it remains a clean environment and meets the relevant legislation and organisational procedures 2.6 explain the importance of rejecting damaged or dirty devices.

Learning outcome
The learner will: 3. Be able to pack medical devices for sterilisation.
Assessment criteria
The learner can: 3.1 scan items into the computer for tracking and traceability purposes 3.2 place the instruments into the tray/din in the correct position using the tray sheets establishing all items are present 3.3 confirm devices are suitable for function and serviceability 3.4 identify when rigid containers must be used 3.5 identify the types of packaging materials used for items to be sterilised 3.6 state the reason for packaging 'disinfected only' differently 3.7 apply the different methods of wrapping and sealing ensuring theatres can open aseptically 3.8 secure packaging, using the correct labels and tape 3.9 state the consequences of not following the correct processes on packaging and labelling.

Unit 205

Carry out sterilisation and product release of re-useable medical devices

UAN:	M/503/8844
Level:	3
Credit value:	2
GLH:	19
Assessment requirements specified by a sector or regulatory body:	portfolio
Aim:	This unit describes the process of undertaking sterilisation of re-useable medical devices in line with Health and Safety, organisational policies, legislation and guidance.

Learning outcome
The learner will: 1. Be able to handle medical devices in accordance with organisational policies.
Assessment criteria
The learner can: 1.1 select the correct PPE to be worn in the area 1.2 wear the correct PPE for this area 1.3 store raw materials in the correct manner 1.4 describe the procedures for transferring raw materials into the working areas 1.5 use batch codes to identify raw materials 1.6 store sterilised devices in accordance with policies and procedures 1.7 state the checks that are carried out on the sterilising equipment in line with relevant legislation and guidance requirements.

Learning outcome
The learner will: 2. Be able to demonstrate loading and unloading into the steriliser.
Assessment criteria
The learner can: 2.1 name the daily, weekly, quarterly and annually process of steriliser tests and the importance of these taking place 2.2 scan for tracking and traceability 2.3 load items into the steriliser using the correct procedure 2.4 monitor the printout to ensure the parameters have been met on completion of cycle 2.5 unload and cool items from the steriliser 2.6 explain what records and logs are kept in this area and their importance.

Learning outcome
The learner will: 3. Understand the importance of following product release protocols.
Assessment criteria
The learner can: 3.1 explain the methods used to ensure that tracking and traceability is achieved 3.2 list the checks that are needed prior to product release 3.3 explain the circumstances which may result in a sterilised pack being rejected 3.4 explain in what situations a decontamination certificate is required.

Unit 206

Understand how to monitor the decontamination process

UAN:	T/503/8845
Level:	3
Credit value:	1
GLH:	8
Assessment requirements:	Assignment
Aim:	This unit explores the monitoring and record keeping of the process which includes tracking, traceability, and the Quality Manager System. This is in line with the organisational policies, legislation and guidance relating to medical devices.

Learning outcome
The learner will: 1. Understand how to monitor the decontamination process.
Assessment criteria
The learner can: 1.1 explain the importance of monitoring all aspects of the decontamination cycle in accordance with legislation guidance, quality management system, organisational policies and procedures 1.2 explain the process and purpose of tracking and traceability 1.3 explain the importance of testing all decontamination equipment in line with legislation guidance, quality management system, organisational policies and procedures.

Learning outcome
The learner will: 2. Understand the requirements and responsibilities for the decontamination process of medical devices.
Assessment criteria
The learner can: 2.1 explain the purpose of a quality management system and the standards that are required 2.2 explain the importance of analysing records to monitor and measure performance and maintain quality maintenance 2.3 explain how to ensure tracking and traceability is safe and reliable

2.4 explain the process and purpose of internal and external audits.

UAN:	J/505/3527
Level:	3
Credit value:	3
GLH:	25
Assessment requirements:	Portfolio
Aim:	Developing professional practice in dental decontamination is essential if the legislative and organisational requirements are to be met. This unit explores the organisational and legal framework for dental decontamination, the roles and responsibilities of staff and the need to reflect and develop professional practice continually.

Learning outcome
The learner will:
1. Understand the ethical, organisational and legal framework for dental decontamination.
Assessment criteria
The learner can:
1.1 summarise the organisational and legal requirements for dental decontamination
1.2 explain the ethical reasons for dental decontamination
1.3 explain the consequences of failing to comply with organisational and legal requirements for dental decontamination.

Range
Organisational requirements:
a. Internal policies and procedures
b. Staff training
Legal requirements
a. Health Technical Memorandum 01-05 Decontamination in primary care practices and subsequent updates or corresponding requirements for own country of origin within the UK.

b.	Health Technical Memorandum 07-01 Safe management of healthcare waste and subsequent updates or corresponding requirements for own country of origin within the UK
c.	Standards for Dental Professionals (GDC)
d.	Inspection framework
e.	Health and Social Care legislation
f.	Health and Safety at Work Act (HASWA)
g.	Control of Substances Hazardous to Health (COSHH)
h.	British, European and International Standards (as applicable)
Consequences	
a.	Reputation
b.	Prosecution
c.	Withdrawal of funding

Learning outcome
The learner will:
2. know the staff roles in dental decontamination.
Assessment criteria
The learner can:
2.1 explain the roles and responsibilities of a:
a. registered manager
b. designated person
c. decontamination lead.

Learning outcome
The learner will:
3. Be able to reflect on own professional practice in dental decontamination and identify areas for improvement.
Assessment criteria
The learner can:
3.1 explain the purpose of reflective practice in own role
3.2 reflect on own professional practice in relation to:
a. undertaking the decontamination cycle
b. maintaining occupational currency in dental decontamination
c. working as part of a team to develop best practice
d. problem solving
e. completing documentation in line with organisational and legal guidelines
3.3 identify opportunities to develop own professional practice.

Range
Working as part of a team
a. Communication
b. Comply with organisational policies and procedures

c. Prepare for inspection

Problem solving

Deal with faults/incidents and other problems which may occur during the process of dental decontamination within own practice

Documentation

Daily/weekly/quarterly and annual documentation as required in own role recording faults/incidents

Evidence requirements

Evidence requirements: Learners will be required to give an account of their own professional practice

Unit range

The legislation stated in the range may be subject to amendments/updates/withdrawal or replacement. Learners are required to use the latest legislation pertinent to the qualification which is applicable to the country of origin within the UK.

Guidance

The roles and responsibilities for staff working in dental decontamination are defined by the guidance document entitled the Health Technical Memorandum 01-05 Decontamination in primary care dental practices (2013 edition) published by the Department of Health:

- Registered Manager is the practice owner or practice manager who has the ultimate responsibility for decontamination equipment, ownership of the decontamination area
- Designated person and the Decontamination lead can be the same person however the Designated person will take on sole responsibility between the practice and support services supplied externally for example the maintenance engineer
- Decontamination lead is the person given responsibility for infection control and decontamination on a given day. They should have the experience and authority to perform this task and should be accountable to the registered manager. This role can be fulfilled by a dental nurse or a general member of staff who have been trained in dental decontamination and have the relevant inoculations

The definition may change in response to subsequent additions or amendments to the Health Technical Memorandum 01-05 or the publication of dental decontamination guidance or legislation applicable to the country of origin within the UK.

UAN:	J/505/3530
Level:	3
Credit value:	3
GLH:	15
Assessment requirements:	Portfolio
Aim:	Understanding the layout of the dental decontamination area is an essential knowledge requirement for dental staff working in the field of dental decontamination. This unit features the different layouts used in dental decontamination areas, the flow of instruments in the decontamination area, the resource requirements to equip a decontamination area and how best practice can be achieved in dental decontamination.

Learning outcome
The learner will:
1. Know the layout of the different types of decontamination areas.
Assessment criteria
The learner can:
1.1 explain the layout of the following types of decontamination areas:
a. without a washer disinfectant (single room)
b. with a washer disinfectant (single room)
c. with a washer disinfectant (double room).

Learning outcome
The learner will: 2. Know the resource requirements for a dental decontamination area.
Assessment criteria
The learner can: 2.1 identify the following resource requirements for a dental decontamination area: a. consumable resources b. equipment c. fixtures and fittings 2.2 describe the factors which influence the resources selected.

Range
<p>Consumable resources:</p> <ul style="list-style-type: none"> a. Hand care products b. Lubricants c. Personal Protective Equipment (PPE) d. cleaning products e. enzymatic foam sprays <p>Equipment:</p> <ul style="list-style-type: none"> a. rinsing sink b. sterilisers c. ultrasonic cleaner d. hand wash sink e. illuminated magnifying inspection lamps f. apron dispenser g. glove dispensers h. sharp bins i. signage j. pouching machine k. washer disinfectant l. wall mounted m. sharps bins n. clinical waste bins o. equipment specific for hand piece care relevant to learner workplace <p>Fixture and fittings:</p> <ul style="list-style-type: none"> a. floor coverings b. sinks c. wall coverings d. work surfaces e. lighting

f.	ventilation
g.	dispensers
Factors:	
a.	ventilation/airflow
b.	lighting
c.	heating/temperature/ budget/ treatments conducted at the practice

Learning outcome
The learner will:
3. Understand the instrument flow in a dental decontamination area.
Assessment criteria
The learner can:
3.1 outline the instrument flow in a dental decontamination area.

Learning outcome
The learner will:
4. Understand the difference between essential requirements and best practice within the dental decontamination area.
Assessment criteria
The learner can:
4.1 explain the difference between essential quality requirements and best practice within the dental decontamination area
4.2 explain the process for achieving best practice.

Range
Process:
Action planning and subsequent activities to achieve best practice

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria.

Guidance

the layout of the dental decontamination area is defined by current governmental guidance documents such as the Health Technical Memorandum 01-05 Decontamination in primary care dental practices (2013 edition) published by the Department of Health. Attention should be given to subsequent additions, amendments or guidance relevant to dental decontamination applicable to the country of origin within the UK.

Unit 303

Decontaminating dental instruments within the decontamination area

UAN:	R/505/3529
Level:	3
Credit value:	3
GLH:	20
Assessment requirements:	Portfolio
Aim:	This unit has been developed to enable learners to understand the decontamination process within a dental decontamination area. The unit covers the transportation of instruments, the management of waste as well as cleaning, inspecting, sterilising, and storing instruments in line with organisational and legal requirements.

Learning outcome
The learner will: 1. Understand how to apply cross infection control procedures and select the correct personal protective equipment (PPE) during the dental decontamination process.
Assessment criteria
The learner can: 1.1 wear the correct personal protective equipment (PPE) during the cycle of dental decontamination 1.2 explain the choice of personal protective equipment (PPE) selected for the process of decontamination 1.3 apply the correct management of cross infection control procedures throughout all stages of the decontamination process.

Range
Cycle of dental decontamination: a. Manual cleaning of dental instruments b. Pre and post sterilisation processes Cross infection control: a. Hand washing

b.	Maintaining zoning
c.	Waste disposal

Learning outcome
The learner will: 2. Understand how to transport dental instruments to and from the dental decontamination area.
Assessment criteria
The learner can: 2.1 describe the procedure for transporting dental instruments and equipment to and from the decontamination area 2.2 explain the importance of transporting dental instruments in line with organisational and legal requirements 2.3 transport dental instruments and equipment in accordance with organisational and legal requirements .

Range
Procedure: Method and equipment Legal requirements: Health Technical Memorandum 01-05 Decontamination in primary care practices and subsequent updates or corresponding requirements for own country of origin within the UK.

Learning outcome
The learner will: 3. Understand how to manage waste during the decontamination cycle.
Assessment criteria
The learner can: 3.1 identify different types of waste in the decontamination area 3.2 segregate waste in a safe manner in line with manufacturer's instructions, organisational and legal guidelines 3.3 dispose of waste according to manufacturer's instructions, organisational and legal guidelines 3.4 explain how to store waste safely prior to collection from a waste management company 3.5 explain the consequences of failure to comply with organisational and legal guidelines when disposing of waste.

Range
Waste: a. Clinical b. Non clinical

Segregate:

- a. Single use
- b. Disposable
- c. Non single use items

Safe manner:

Apply standard precautions and health and safety measures

Organisational and legal guidelines:

- a. Environmental Protection Act
- b. Health Technical Memorandum 07-01 Safe management of healthcare waste and subsequent updates or corresponding requirements for own country of origin within the UK.
- c. Health and Safety at Work Act (HASWA)
- d. Control of Substances Hazardous to Health (COSHH)
- e. Safety, Health and Welfare at Work(prevention of Sharps Injuries in the Health Care Sector) regulations 2013

Consequences:

- a. Dangers to health
- b. safety
- c. environment
- d. reputation
- e. litigation

Learning outcome

The learner will:

- 4. Be able to clean dental instruments within the decontamination area.

Assessment criteria

The learner can:

- 4.1 explain how dental instruments and equipment should be cleaned using:
 - a. the **immersion** method for manual cleaning
 - b. **automated cleaning**
- 4.2 clean dental instruments in accordance with manufacturer's instructions using:
 - a. immersion method for manual cleaning
 - b. automated cleaning
- 4.3 explain how hand pieces unsuited to immersion or automated cleaning may be cleaned prior to sterilisation.

Range**Immersion:**

- a. temperature
- b. type of water used for rinsing

- c. equipment required
- Automated cleaning:**
- a. Washer
 - b. disinfectant/ultrasonic bath

Learning outcome

The learner will:

- 5. Be able to use an ultrasonic cleaner to prepare instruments prior to sterilisation.

Assessment criteria

The learner can:

- 5.1 prepare the solution for the ultrasonic cleaner following manufacturer's guidelines
- 5.2 de-gas the ultrasonic cleaner prior to use following manufacturer's guidelines
- 5.3 place the instruments into the ultrasonic cleaner to optimise the cleaning process
- 5.4 select the time for the instrument load
- 5.5 rinse the instruments in readiness for sterilisation.

Learning outcome

The learner will:

- 6. Understand how to carry out an inspection of dental instruments and equipment during the decontamination cycle.

Assessment criteria

The learner can:

- 6.1 explain the reasons for inspecting dental instruments and equipment during the **decontamination cycle**
- 6.2 inspect dental instruments using an illuminated magnifying light to identify visible contaminants before and after sterilisation
- 6.3 explain the corrective action taken if dental instruments and equipment **fail the inspection process**.

Range

Decontamination cycle:

- a. Pre-sterilisation
- b. Post sterilisation

Fail the inspection process:

- a. Broken
- b. Damaged

c.	Scratched
d.	Unclean

Learning outcome
The learner will: 7. Understand how to sterilise dental instruments using different types of autoclave.
Assessment criteria
The learner can: 7.1 describe the types of autoclave used in dental practice: a. B Type Autoclave b. N Type Autoclave c. S Type Autoclave 7.2 sterilise dental instruments using autoclave within own decontamination area.

Learning outcome
The learner will: 8. Understand where and how sterilised instruments are stored.
Assessment criteria
The learner can: 8.1 explain where sterilised instruments are stored 8.2 explain the reasons for checking the package/pouches prior to storage 8.3 explain the storage requirements for: a. unwrapped instruments b. wrapped instruments c. tray and cassette systems.

Range
Stored: a. Clinical areas b. Non-clinical areas Checking: a. Broken seals b. Damage c. Dampness Storage requirements: Timescales for storing sterilised instruments

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria.

Guidance

Dental instruments to be decontaminated to include new and used instruments, and return of repaired dental equipment (dental hand pieces).

Range

The legislation stated in the range may be subject to amendments/updates/withdrawal or replacement. Learners are required to use the latest legislation pertinent to the qualification or their country of origin in the UK.

Unit 304

Validation and maintenance of dental instruments and equipment

UAN:	F/505/3526
Level:	3
Credit value:	2
GLH:	15
Assessment requirements:	Portfolio
Aim:	This unit explores the purpose and process for validating and maintaining dental equipment and instruments in line with manufactures guidelines, organisational and legal requirements.

Learning outcome
The learner will: 1. Understand the purpose and process of validating dental equipment and instruments.
Assessment criteria
The learner can: 1.1 explain the purpose of validating dental equipment and instruments 1.2 summarise the manufacturer's, organisational and legal requirements for validating dental equipment and instruments 1.3 explain the process for validating dental equipment and instruments 1.4 explain the actions taken if dental equipment and instruments fail the validation process 1.5 explain how the outcomes of the validation process are recorded .

Range
Organisational requirements: Dental practice policies Legal requirements: a. Health and Safety at Work Act (HASWA) b. Health Technical Memorandum 01-05 Decontamination in primary care practices and subsequent updates or corresponding requirements for own country of origin within the UK.

Actions:

- a. reporting
- b. maintain records
- c. follow guidance set by manufacturer

Recorded:

- a. storage
- b. completion of records
- c. access to records
- d. timeframes for recording outcomes

Learning outcome

The learner will:

2. Be able to validate dental equipment and instruments and record the outcomes.

Assessment criteria

The learner can:

- 2.1 validate **dental equipment** and instruments in line with manufacturer's guidelines, organisational and legal requirements
- 2.2 record the outcomes of the validation of dental equipment and instruments.

Range**Dental equipment:**

- a. ultrasonic bath
- b. washer disinfectors
- c. steriliser

Learning outcome

The learner will:

3. Understand the process for maintaining dental equipment and instruments and record outcomes.

Assessment criteria

The learner can:

- 3.1 summarise the **requirements** for maintaining dental equipment and instruments
- 3.2 explain the process for maintaining dental equipment and instruments
- 3.3 explain the **actions** taken if equipment fails or is not working properly in the decontamination area
- 3.4 explain how the **maintenance** of equipment and instruments is **recorded**.

Range

Requirements:

- a. Manufacturer's guidelines
- b. Organisational and legal requirements

Actions:

- a. Report incidents/problems
- b. maintain records
- c. contact manufacturer as appropriate
- d. make contingency plans

Maintenance:

Routine checks and repairs

Recorded:

- a. documentation used
- b. timescales

Learning outcome

The learner will:

- 4. Be able to undertake maintenance checks of equipment and instruments in line with manufacturer's guidelines, organisational and legal requirements.

Assessment criteria

The learner can:

- 4.1 carry out a maintenance check of dental equipment and instruments in line with manufacturer's guidelines, organisational and legal requirements
- 4.2 record outcomes of maintenance checks in line with organisational policy and procedure.

Evidence requirements

You must provide your assessor with evidence for all the learning outcomes and assessment criteria.

Guidance

The legislation stated in the range may be subject to amendments/updates/withdrawal or replacement. Learners are required to use the latest legislation pertinent to the qualification and to their country of origin within the UK.

UAN:	L/505/3528
Level:	3
Credit value:	5
GLH:	20
Assessment requirements:	Evolve test
Aim:	The aim of this unit is to describe infectious diseases, their routes of transmission and methods of preventing cross infection.

Learning outcome
The learner will:
1. Understand the process of infection control.
Assessment criteria
The learner can:
1.1 describe the causes of cross infection
1.2 describe the methods for preventing cross infection
1.3 explain the principles of Standard (Universal) infection control precautions .

Range
Infection control precautions:
a. Transmission of infection
b. measures for preventing cross infection
c. management of blood and body fluid spillages
d. social, clinical and aseptic hand hygiene procedures
e. barrier techniques including zoning
f. importance of record keeping in relation to cross infection
g. waste segregation
h. disposal of waste
i. maintenance and testing of equipment
j. maintenance of water lines
k. PPE
l. personal hygiene

Learning outcome
The learner will:
2. Understand the significance of micro-organisms.
Assessment criteria
The learner can:
2.1 describe the main micro-organisms in potentially infectious conditions
2.2 explain the routes of transmission of micro-organisms
2.3 explain the significance of the terms pathogens and non-pathogens.

Range
Micro-organisms:
a. groups of micro organisms present in the oral cavity eg, bacteria, viruses, fungi, and spores,
b. organisms capable of producing disease
Routes
a. routes of entry
b. direct/indirect contact.

Learning outcome
The learner will:
3. Understand the management of infectious conditions affecting dental patients.
Assessment criteria
The learner can:
3.1 describe infectious conditions which affect individuals within the dental environment
3.2 describe what actions to take to prevent the spread of infectious diseases in the dental environment
3.3 explain the importance of immunisation of dental personnel
3.4 describe how the potentially infectious conditions affect the body systems.

Range
Infectious diseases:
a. Hepatitis B
b. HIV
c. Herpes Simplex
d. Creutzfeldt-Jakob disease
Dental personnel:
a. Dentist
b. DCP personnel

- | | |
|----|--|
| c. | Policies and records, e.g. Control of infection policy, Staff induction policy, Staff immunisation records. Relevance of staff and patient medical histories |
|----|--|

Learning outcome

The learner will:

- | |
|---|
| 4. Know the various methods of decontamination and sterilisation. |
|---|

Assessment criteria

The learner can:

- | |
|---|
| 4.1 describe the principles and methods of clinical and industrial sterilisation |
| 4.2 describe the types of sterilisation equipment used in the dental environment |
| 4.3 describe the principles and methods of disinfection |
| 4.4 explain the preparation of a clinical area to control cross infection |
| 4.5 explain the procedures used to decontaminate a clinical environment after use |
| 4.6 state the chemical names for decontaminants and where they are used. |

Range

Clinical and industrial sterilisation:

- | |
|---|
| a. Clinical equipment used in preparing items for sterilisation, e.g. washers, disinfectors, ultrasonic cleaners |
| b. Sterilisation equipment and methods, eg vacuum- and non-vacuum autoclaves, gamma radiation, measures for checking sterility, cycles, decontamination areas, storage of instruments |

Disinfection:

- | |
|--|
| a. Difference between asepsis, sterilisation and disinfection |
| b. different types of disinfectants and their uses in clinical environments. |

Preparation of a clinical area:
--

Different methods used in maintaining the cleanliness of clinical surfaces, equipment, hand pieces, instruments and hand hygiene.

Learning outcome

The learner will:

- | |
|---|
| 5. Understand relevant health and safety legislation, policies and guidelines |
|---|

Assessment criteria

The learner can:

- | |
|--|
| 5.1 identify health and safety policies and guidelines in relation to infection control |
| 5.2 describe how to deal with a sharp injury |

- | | |
|-----|--|
| 5.3 | explain the use of personal protective equipment in the dental environment |
| 5.4 | describe ways of dealing with clinical and non-clinical waste. |

Range

<p>Health and safety policies and guidelines:</p>
--

- | |
|---|
| <p>a. Health & Safety at work Act</p> <p>b. Control of Substances Hazardous to Health regulations (COSHH),</p> <p>c. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)</p> <p>d. Special Waste and Hazardous Waste Regulations</p> <p>e. Department of Health guidelines and regulations e.g. Decontamination in primary care dental practices, Care Quality Commission, Health & Safety Executive guidelines ,best practice guidelines ,GDC Scope of Practice</p> |
|---|

<p>Sharps injury:</p>

- | |
|--|
| <p>a. Protocols for sharps disposal</p> <p>b. clean sharps injuries</p> <p>c. contaminated sharps injuries</p> |
|--|

Guidance

The health and safety policies and guidelines stated in the range may be subject to amendments/updates/withdrawal or replacement. Learners are required to use the latest legislation pertinent to the qualification and to their country of origin within the UK.



Appendix 1 Relationships to other qualifications

Links to other qualifications

These qualifications have connections to the:

- Level 2/Level 3 Diploma in Healthcare
- Level 3 Diploma in Dental Nursing

Literacy, language, numeracy and ICT skills development

These qualifications can develop skills that can be used in the following qualifications:

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



Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

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

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

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

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

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

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

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

City & Guilds
Believe you can



www.cityandguilds.com

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

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

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 Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Copyright

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

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

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

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council. Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

HB-01-3130