

Level 2 Award/Certificate in Forklift Truck Operations (3884)

September 2013 Version 3.1



Qualification at a glance

Subject area	Forklift Truck Operations
City & Guilds number	3884
Age group approved	16+
Assessment	Portfolio of evidence
Fast track	Automatic approval applies in some cases
Support materials	Candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Award in Forklift Truck Operations	3884-01	600/4669/7
Level 2 Certificate in Forklift Truck Operations	3884-02	600/4695/8

Version and date	Change detail	Section
V2 Jan 2013	Amend Accreditation number: 3884-01	Inside Cover
V2.1 June 2013	Amended title and certification instructions	1, 2, 3, 4
V3.0 Sept 2013	Amend to RoC to show all truck pathways	Structure
V3.0 Sept 2013	General formatting amendments	Various
V3.1 Nov 2013	UAN unit amendment	Unit 206



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1 Introduction

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

Area	Description
Who are the qualifications for?	The qualification equips learners with the knowledge and skills needed to work effectively in a warehousing or distribution environment where they are responsible for Forklift Truck Operations. The qualifications will also support learners wanting to develop to lead a team or go into a supervisory role in a warehousing, storage and distribution environment.
What do the qualifications cover?	Preparation and operation of fork lift trucks, including the loading and unloading of goods in a warehousing and storage environment and the transfer and positioning of loads for driving and manoeuvring. The qualifications also explore the health and safety requirements and wider industry features of the logistics sector with a choice of specialist handling requirements including food, recyclable goods and containers.
Who did we develop the qualification with?	This qualification was developed to allow learners to drive fork lift trucks in an industrial setting and has been developed in collaboration with Skills for Logistics
What opportunities for progression are there?	It allows candidates to progress into employment.

Structure

To achieve the Level 2 Award in Forklift Truck Operations, learners must achieve 12 credits from the mandatory units.

Level 2 Award in Forklift Truck Operations

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
F/503/7780	201	Prepare the fork lift truck for driving and manoeuvring	1
J/503/7781	202	Operate, move or manoeuvre the fork lift truck	2
L/503/7782	203	Select, transfer and position loads using a fork lift truck	2
D/503/7785	204	Undertake post operational checks for fork lift trucks	1
R/503/7783	205	Load the container, vehicle, vessel or craft	3
Y/503/7784	206	Unload the container, vehicle, vessel or craft	3

In addition to the units in the rules of combination above, please also claim one of the following units to show which type of truck was used when completing the qualification.

901	Counterbalanced Forklift Truck
902	Reach Truck
903	Pivot Steer Forklift Truck
904	Side Loaders/Swing Mast Truck
905	Telescopic Handler
906	Narrow Aisle or Reach Trucks/Very Narrow Aisle Trucks
907	Guided Very Narrow Aisle Equipment
908	Lorry Mounted Forklift Truck
909	Order Picker

To achieve the Level 2 Certificate in Forklift Truck Operations, learners must achieve a minimum of 24 credits. 17 credits must be achieved from the mandatory units. A minimum of 1 unit must be achieved from each of the optional groups.

Level 2 Certificate in Forklift Truck Operations

Mandatory

F/503/7780	201	Prepare the fork lift truck for driving and manoeuvring	1
J/503/7781	202	Operate, move or manoeuvre the fork lift truck	2
L/503/7782	203	Select, transfer and position loads using a fork lift truck	2
D/503/7785	204	Undertake post operational checks for fork lift trucks	1
A/601/9451	207	Obtain information on the collection and/or delivery of loads	2
Y/601/9456	208	Make an effective contribution to the business in the logistics sector	3
Y/601/7920	209	Contribute to the provision of customer service in logistics operations	3
K/502/1072	210	Health, safety and security at work	3

Optional Group 1

F/601/7913	211	Keep work areas clean in logistics operations	3
L/601/7929	212	Maintain hygiene standards in handling and storing goods in logistics operations	3
H/600/6578	213	Principles of food safety in logistics	1

Optional Group 2

J/601/7914	214	Moving and/or handling goods in logistics operations	4
R/601/7933	215	Sort goods and materials for recycling or disposal in logistics operations	3
Y/601/7917	216	Wrap and pack goods in logistics operations	3

Optional Group 3

R/503/7783	205	Load the container, vehicle, vessel or craft	3
Y/503/7784	206	Unload the container, vehicle, vessel or craft	3

In addition to the units in the rules of combination above, please also claim one of the following units to show which type of truck was used when completing the qualification.

911	Counterbalanced Forklift Truck
912	Reach Truck
913	Pivot Steer Forklift Truck
914	Side Loaders/Swing Mast Truck
915	Telescopic Handler
916	Narrow Aisle or Reach Trucks/Very Narrow Aisle Trucks
917	Guided Very Narrow Aisle Equipment
918	Lorry Mounted Forklift Truck
919	Order Picker



2 Centre requirements

Approval

If your Centre is approved to offer the qualification Level 2 NVQ in Specialist Plant Machinery Operations (Lift Trucks) (3872) you will receive automatic approval to offer the Level 2 Award/Certificate in Forklift Truck Operations (3884).

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

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications 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 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.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Assessors and internal verifiers

Centre staff should hold, or be working towards, the relevant Assessor/Verifier (A/V) units for their role in delivering, assessing and verifying these qualifications and meet the requirements outlined above.

Continuing professional development (CPD)

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

Candidate entry requirements

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as these qualifications are not approved for under 16s. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Other legal considerations

Centres and candidate must ensure that they operate within the legal age restrictions for operating Forklift Trucks in different environments.



3 Delivering the qualification

Initial assessment and induction

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

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualification.
- any units they have already completed, or credit they have accumulated which is relevant to the qualification.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

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 specifically for these qualifications; *Level 2 Award/Certificate in Forklift Truck (Counter Balance) Operations – Candidate Logbook*. It is available from the City & Guilds website or can be ordered from Publications.

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



4 Assessment

Assessment of the qualification

Candidates must:

- have a completed portfolio of evidence for each unit

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

Assessment strategy

Learners should be enabled to complete, wherever possible, real work activities that provide both evidence of underpinning knowledge and evidence of competence to demonstrate they have met the learning outcomes and assessment criteria of the unit.

When a Learner is unable to complete real work activities simulation is permitted, circumstances in which simulation may take place are:

- a learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise,
- a learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation,
- the safety of the learner and/or resources would be put at risk



5 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
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 201

Prepare the fork lift truck for driving and manoeuvring

UAN:	F/503/7780
Level:	Level 2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is linked to unit SfL 1 – Prepare the vehicle for driving’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about checking a forklift truck before driving or manoeuvring. It covers the physical checks that an operator needs to comply with in order to meet the legal and organisational requirements before the start of each driving duty.</p> <p>The unit is relevant to those who operate, move or manoeuvre forklift trucks or those who are responsible for forklift trucks within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to prepare the fork lift truck for driving or manoeuvring
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to preparing the fork lift truck for driving or manoeuvring, that relate to: a. health, safety and security b. personal protective equipment c. legal requirements d. operating requirements 1.2 explain how to check that the fork lift truck has sufficient fuel or energy for the task or shift 1.3 explain the operation of the fork lift trucks’ instruments and controls to include: a. how to check the vehicle systems b. how to check instruments, controls, gauges and vehicle systems c. position of forks and or attachments for the load or travelling

	d. indications of electrical or mechanical problems
1.4	explain the responsibilities of the fork lift truck driver for the fork lift truck and the load
1.5	explain the organisational procedures for reporting defects including information on previously reported problems with the fork lift truck
1.6	explain how to obtain information on previously reported problems with the fork lift truck
1.7	explain which person(s) is officially responsible for allocating equipment or task
1.8	identify problems that can occur when preparing the fork lift truck for driving or manoeuvring
1.9	explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	be able to prepare the fork lift truck for driving or manoeuvring
Assessment criteria	
The learner can:	
2.1	follow all organisational policies and procedures, in relation to preparing the fork lift truck for driving or manoeuvring, that relate to: <ul style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. legal requirements d. operating requirements
2.2	check the fork lift truck has sufficient fuel or energy for the task or shift
2.3	check the fork lift truck systems to ensure the fork lift truck complies with operational and legal requirements
2.4	carry out adjustments to optimise control, observation and comfort
2.5	check that any ancillary attachments are in working order
2.6	position fork lift truck and any attachments used in an authorised position, location or parkway bay as appropriate when not in use

Unit 202

Operate, move or manoeuvre the fork lift truck

UAN:	J/503/7781
Level:	Level 2
Credit value:	2
GLH:	7
Relationship to NOS:	This unit is linked to unit Sfl 4 – ‘Manoeuvre the vehicle in restricted spaces.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about the operating, moving or manoeuvring the forklift truck. It covers the observations, pivot and reference points when turning, driving smoothly, halting or stopping and negotiating inclines and declines, and the actions required to reduce risks.</p> <p>The unit is relevant to those who operate, move or manoeuvre forklift trucks or those who are responsible for forklift trucks within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to operate, move or manoeuvre the fork lift truck
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to operating, moving or manoeuvring the fork lift truck, that relates to: a. health, safety and security b. personal protective equipment c. legal requirements d. operating requirements e. different locations f. different loads g. theft or damage (to truck and/or load?) 1.2 explain the observations required for operating, moving or manoeuvring the fork lift truck 1.3 explain how different audible and/or visual warning devices are used 1.4 describe the risks associated with driving, moving or manoeuvring

	the fork lift truck at different locations
1.5	explain the factors that can affect the stability of the fork lift truck
1.6	describe how to identify damage or deterioration in the condition of the load
1.7	identify problems that can occur when driving, moving or manoeuvring the fork lift truck
1.8	explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	be able to operate, move or manoeuvre the fork lift truck
Assessment criteria	
The learner can:	
2.1	follow the relevant organisational policies and procedures, in relation to operating, moving or manoeuvring the fork lift truck that relates to: <ul style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. legal requirements d. operating requirements e. different locations f. different loads g. theft or damage
2.2	undertake a visual risk assessment of the working area
2.3	check visual aids to ensure all round vision
2.4	mount the equipment safely making appropriate adjustments to the controls
2.5	position forks or attachments for loading or travelling
2.6	undertake correct observations
2.7	operate, move or manoeuvre the fork lift truck smoothly maintaining stability of both fork lift truck and load
2.8	negotiate inclines and declines in a manner that will maintain the stability of both fork lift truck and the load
2.9	locate a suitable space for turning aligning pivot and reference points are sufficient
2.10	turn the fork lift truck in a manner that will maintain the stability of both fork lift truck and the load
2.11	stop the fork lift truck in a manner that will maintain the stability of both fork lift truck and the load
2.12	position the fork lift truck and any attachments used in an authorised position, location or parking bay as appropriate when not in use
2.13	dismount the fork lift truck safely
2.14	record all work according to organisational requirements

Unit 203

Select, transfer and position loads using a fork lift truck

UAN:	L/503/7782
Level:	Level 2
Credit value:	2
GLH:	8
Relationship to NOS:	This unit is linked to unit SfL 7 – ‘Ensure the vehicle is loaded correctly’ and unit SfL 8 ‘Ensure the vehicle is unloaded correctly’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about using selecting, transferring and positioning loads using a fork lift truck. It covers ensuring the load is safe for the operation, setting the forks correctly, factors that can affect the stability of the fork lift truck and the importance of correctly positioning the load for transportation and ensuring stability throughout the operation</p> <p>This unit is relevant to those who operate, move or manoeuvre fork lift trucks or those who are responsible for fork lift trucks within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to select, transfer and position loads using a fork lift truck
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, that relate to: a. health, safety and security b. personal protective equipment c. legal requirements d. lifting systems e. different locations f. different loads 1.2 explain how to ensure the load is safe for the operation 1.3 explain how to set the forks or attachments to ensure the stability and security of the load 1.4 explain factors that can affect the stability of the fork lift truck when

<p>engaged in selection, transferring and positioning loads</p> <p>1.5 explain the dangers of overloading the fork lift truck</p> <p>1.6 identify problems that can occur when selecting, transferring and positioning loads using a fork lift truck</p> <p>1.7 explain the appropriate action to take, in order to deal with identified problems</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>2. be able to select , transfer and position loads using a fork lift truck</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 follow all organisational policies and procedures that relate to:</p> <ul style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. legal requirements d. fork lift operating systems e. different locations f. different loads <p>2.2 identify the correct load</p> <p>2.3 check the load is safe for the operation</p> <p>2.4 set forks and/or attachments to ensure the stability of the load</p> <p>2.5 position the load for transportation</p> <p>2.6 check the stability and security of the load during positioning and transportation</p> <p>2.7 operate the vehicle controls to maintain the safety, security of yourself, the fork lift truck and others</p> <p>2.8 check that the safety and security of the load is maintained during transfer</p> <p>2.9 check that the location allocated for the load is suitable</p> <p>2.10 set the load down load in the correct position and location safely</p> <p>2.11 record all work according to organisational requirements</p>

Unit 204

Undertake post operational checks for fork lift trucks

UAN:	D/503/7785
Level:	Level 2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is linked to unit SfL 1 – ‘Prepare the vehicle for driving’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about undertaking post operational checks for a fork lift truck. It covers those checks that are in line with manufactures and organisational requirements</p> <p>This unit is relevant to those who operate, move or manoeuvre fork lift trucks or those who are responsible for fork lift trucks within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to undertake post operational checks for a fork lift truck
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, that relate to: a. health, safety and security b. personal protective equipment c. legal requirements d. lifting systems e. different loads 1.2 identify information relating to daily, weekly and/or monthly maintenance checks 1.3 explain how to carry out required post operational checks 1.4 identify problems that can occur undertaking post operational checks for a fork lift truck 1.5 explain the appropriate action to take, in order to deal with identified problems

Learning outcome
The learner will: 2. be able to undertake post operational checks for fork lift trucks
Assessment criteria
The learner can: 2.1 follow all organisational policies and procedures that relate to: a. health, safety and security b. personal protective equipment c. legal requirements d. fork lift operating systems e. different loads 2.2 undertake the routine checks that must be carried out after using the fork lift truck 2.3 check that the regulations relating to the fork lift truck are met 2.4 demonstrate how to complete post 2.5 position the fork lift truck and any attachments used in an authorised position, location or parkway bay as appropriate when not in use 2.6 complete all relevant paperwork according to organisational procedures

Unit 205

Load the container, vehicle, vessel or craft using a fork lift truck

UAN:	R/503/7783
Level:	Level 2
Credit value:	3
GLH:	9
Relationship to NOS:	This unit is linked to unit Sfl 7 – ‘Ensure the vehicle is loaded correctly’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about loading the container, vehicle, vessel or craft using a fork lift truck. It covers ensuring the load is safe for the operation, setting the forks correctly, factors that can affect the stability of the fork lift truck when loading the container, vehicle, vessel or craft and the importance of correctly positioning the load to ensure stability throughout the operation</p> <p>This unit is relevant to those who operate, move or manoeuvre fork lift trucks or those who are responsible for fork lift trucks within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to load the container, vehicle, vessel or craft using a fork lift truck
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for loading the container, vehicle, vessel or craft that relate to: a. health, safety and security b. personal protective equipment c. legal requirements d. lifting systems e. different locations f. different containers, vehicles, vessels or craft g. different loads 1.2 explain how to ensure the load is safe for the operation 1.3 explain how to set the forks or attachments to ensure the stability

<p>and security of the load</p> <p>1.4 explain factors that can affect the stability of the fork lift truck when engaged in loading the container, vehicle, vessel or craft</p> <p>1.5 explain the dangers of overloading the fork lift truck</p> <p>1.6 explain load restrictions for the container, vehicle, vessel or craft</p> <p>1.7 explain factors that can affect loading and delivery sequences</p> <p>1.8 explain the dangers of overloading the container, vehicle, vessel or craft</p> <p>1.9 identify problems that can occur when loading the container, vehicle, vessel or craft using a fork lift truck</p> <p>1.10 explain the appropriate action to take, in order to deal with identified problems</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>2. be able to load the container, vehicle, vessel or craft using a fork lift truck</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 follow all organisational policies and procedures for loading the container, vehicle, vessel or craft using the fork lift truck relate to:</p> <ol style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. legal requirements d. fork lift operating systems e. different locations f. different containers, vehicles, vessels or craft g. different loads <p>2.2 identify the correct container, vehicle, vessel or craft to be loaded</p> <p>2.3 identify the correct load</p> <p>2.4 check the load is safe for the operation</p> <p>2.5 set forks and/or attachments to ensure the stability of the load</p> <p>2.6 check the stability and security of the load during positioning and loading the container, vehicle, vessel or craft</p> <p>2.7 ensure the load and container, vehicle vessel or craft are compatible</p> <p>2.8 maintain the safety, security of yourself, the fork lift truck and others when manoeuvring the fork lift truck</p> <p>2.9 operate the vehicle controls to maintain the safety, security of yourself, the fork lift truck and others</p> <p>2.10 communicate effectively</p> <p>2.11 check that the safety and security of the load is maintained during transfer</p> <p>2.12 set the load down in the correct position and location safely</p> <p>2.13 load the container, vehicle, vessel or craft in the appropriate manner for the type of load or delivery sequence</p> <p>2.14 record all work according to organisational requirements</p>

Unit 206

Unload the container, vehicle, vessel or craft using a fork lift truck

UAN:	Y/503/7784
Level:	Level 2
Credit value:	3
GLH:	9
Relationship to NOS:	This unit is linked to unit Sfl 8 – ‘Ensure the vehicle is unloaded correctly’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about unloading the container, vehicle, vessel or craft using a fork lift truck. It covers ensuring the load is safe for the operation, setting the forks correctly, factors that can affect the stability of the fork lift truck when unloading the container, vehicle, vessel or craft and the importance of correctly positioning the load to ensure stability throughout the operation</p> <p>This unit is relevant to those who operate, move or manoeuvre fork lift trucks or those who are responsible for fork lift trucks within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to unload the container, vehicle, vessel or craft using a fork lift truck
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for unloading the container, vehicle, vessel or craft that relate to: a. health, safety and security b. personal protective equipment c. legal requirements d. lifting systems e. different locations f. different containers, vehicles, vessels or craft g. different loads h. proof of delivery systems

- | | |
|-----|--|
| 1.2 | explain how to ensure the load is safe for the operation |
| 1.3 | explain how to set the forks or attachments to ensure the stability and security of the load |
| 1.4 | explain factors that can affect the stability of the fork lift truck when engaged in unloading the container, vehicle, vessel or craft |
| 1.5 | explain how the container, vehicle, vessel or craft should be prepared for unloading |
| 1.6 | explain the dangers of overloading the fork lift truck |
| 1.7 | identify the person responsible for receiving the load |
| 1.8 | identify problems that can occur when unloading a container, vehicle, vessel or craft using a fork lift truck |
| 1.9 | explain the appropriate action to take, in order to deal with identified problems |

Learning outcome

The learner will:

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|--|
| 2. be able to load the container, vehicle, vessel or craft using a fork lift truck |
|--|

Assessment criteria

The learner can:

- | | |
|------|---|
| 2.1 | follow all organisational policies and procedures for unloading the container, vehicle, vessel or craft using the fork lift truck relate to: <ul style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. legal requirements d. fork lift operating systems e. different locations f. different containers, vehicles, vessels or craft g. different loads h. proof of delivery systems |
| 2.2 | identify the correct container, vehicle, vessel or craft to be loaded |
| 2.3 | identify the correct load |
| 2.4 | check the load is safe for the operation |
| 2.5 | set forks and/or attachments to ensure the stability of the load |
| 2.6 | communicate effectively |
| 2.7 | maintain the safety, security of yourself, the fork lift truck and others when manoeuvring the fork lift truck |
| 2.8 | unload the container, vehicle, vessel or craft according to the plan and in the appropriate manner for the type of load |
| 2.9 | check the stability and security of the load during the unloading of the container, vehicle, vessel or craft |
| 2.10 | operate the vehicle controls to maintain the safety, security of yourself, the fork lift truck and others |
| 2.11 | check that the safety and security of the load is maintained during the unloading |
| 2.12 | set the load down in the correct position and location safely |
| 2.13 | record all work according to organisational requirements |

Unit 207

Obtain information on the collection and/or delivery of loads

UAN:	A/601/9451
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is linked to unit Sfl 6 – ‘Obtain information on the collection and delivery of loads’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about a driver’s responsibility in relation to the load they are carrying and requirements relating to the collection and delivery of loads. It covers what a driver needs to do to make sure that their vehicle is suitable for the load to be carried and the documentation that they need to complete to comply with legal and organisational requirements during each driving duty.</p> <p>This unit is relevant to drivers or those who are responsible for vehicles within logistics organisations.</p>

Learning outcome
The learner will: 1. know how to obtain information on the collection and/or delivery of loads
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. monitoring requirements

- | |
|--|
| <ul style="list-style-type: none"> 1.2 explain the required information on the load to include: <ul style="list-style-type: none"> a. the type of information for the load b. where the information can be found c. destination and schedule and any recent information that could affect the destination and schedule d. requirements for loading and unloading e. requirements for collections 1.3 identify problems that can occur when obtaining information on the collection and/or delivery of loads 1.4 explain the appropriate action to take, in order to deal with identified problems |
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<p>Learning outcome</p>

<p>The learner will:</p>

- | |
|---|
| <ul style="list-style-type: none"> 2. be able to obtain information on the collection and/or delivery of loads |
|---|

<p>Assessment criteria</p>

<p>The learner can:</p>

- | |
|---|
| <ul style="list-style-type: none"> 2.1 follow all organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: <ul style="list-style-type: none"> a. health, safety and security b. legal requirements c. operating requirements d. monitoring requirements 2.2 collect information on the load to include: <ul style="list-style-type: none"> a. the details of the load b. destination and schedule c. requirements for loading and unloading d. requirements for collections and/or deliveries 2.3 assess any relevant information that could affect the destination and schedule 2.4 communicate effectively with others in relation to the collection and/or delivery of the load 2.5 assess the suitability of the vehicle for the load |
|---|

Unit 208

Make an effective contribution to the business in the logistics sector

UAN:	Y/601/9456
Level:	Level 2
Credit value:	3
GLH:	10
Relationship to NOS:	This unit is linked to unit SfL 11 – ‘Make an effective contribution to the business’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about understanding the organisation’s aims and procedures. It covers identifying individual and group targets, requirements and responsibilities. It is about helping colleagues and knowing how to communicate with others. It requires those working in the logistics sector to be aware of how they can improve their own performance.</p> <p>This unit is relevant to all those working in the logistics sector who work both individually or as part of a team.</p>

Learning outcome
The learner will: 1. know how to make an effective contribution to a business in the logistics sector
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: a. health, safety and security b. personal protective equipment c. your work role d. quality standards 1.2 identify own reporting line and the work roles of colleagues 1.3 describe methods for improving personal work performance 1.4 describe methods for identifying learning needs

- | | |
|-----|---|
| 1.5 | explain the importance of supporting colleagues and the difference it makes to productivity |
| 1.6 | describe how misunderstandings and conflict in working relationships may be resolved constructively |

Learning outcome

The learner will:

- | | |
|----|---|
| 2. | be able to make an effective contribution to a business in the logistics sector |
|----|---|

Assessment criteria

The learner can:

- | | |
|-----|--|
| 2.1 | follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: <ul style="list-style-type: none">a. health, safety and securityb. personal protective clothingc. own work roled. quality standards |
| 2.2 | communicate effectively with others |
| 2.3 | confirm tasks, priorities and responsibilities with an appropriate person |
| 2.4 | perform work tasks in ways that are consistent with good practice in the organisation |
| 2.5 | ensure that: <ul style="list-style-type: none">a. personal appearance and hygieneb. equipmentc. work area |
| 2.6 | are maintained in accordance with organisational requirements |
| 2.7 | identify own learning needs from feedback obtained from appropriate people |
| 2.8 | agree a learning plan that is realistic, with an appropriate person |
| 2.9 | promptly action requests from others that fall within own responsibility |

Unit 209

Contribute to the provision of customer service in logistics operations

UAN:	Y/601/7920
Level:	Level 2
Credit value:	3
GLH:	18
Relationship to NOS:	This unit is linked to unit SfL 12 – ‘Contribute to the provision of customer services’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation’s image and the limits of own authority when dealing with customers.</p> <p>This unit is relevant to those who work in the logistics sector who work both individually and as part of a team.</p>

Learning outcome
The learner will: 1. know how to contribute to the provision of customer services in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. maintaining effective customer relations d. personal appearance and hygiene e. reporting procedures and systems f. recording information g. confidentiality h. complaints 1.2 describe different types of customers in relation to own organisation 1.3 describe the importance of

	<ul style="list-style-type: none"> a. promoting the organisation's image positively b. effective communication c. good customer service
1.4	identify the services available to customers in own organisation
1.5	describe the implications of: <ul style="list-style-type: none"> a. a negative image on your organisation b. poor communication c. poor customer service
1.6	describe: <ul style="list-style-type: none"> a. own role in dealing with customer complaints and b. the limits of your responsibility
1.7	identify who to report to when you are unable to deal with a customer enquiry or request

Learning outcome	
The learner will:	
2.	be able to contribute to the provision of customer services in logistics operations
Assessment criteria	
The learner can:	
2.1	follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: <ul style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. maintaining effective customer relations d. personal appearance and hygiene e. reporting procedures and systems f. recording information g. confidentiality h. complaints
2.2	develop positive relationships with customers
2.3	ensure that own personal appearance and hygiene meet organisational policies and standards
2.4	communicate effectively with customers
2.5	ensure that all information available is up-to-date and accurate
2.6	identify customer needs
2.7	deal effectively with customer enquiries
2.8	ensure the customer is promptly informed of any action that is taken
2.9	maintain customer confidentiality
2.10	update customer records accurately
2.11	record customer enquiries and outcomes accurately using the organisation's procedures and systems
2.12	deal with customer complaints effectively

Unit 210

Health, safety and security at work

UAN:	K/502/1072
Level:	Level 2
Credit value:	3
GLH:	20
Relationship to NOS:	This unit is linked to SkillfastUK's Manufacturing Sewn Products NOS 2007 (HS1).
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries.
Aim:	This unit is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards. The job role involves contributing to the safety and security in the workplace, taking action in the event of an incident, raising the alarm, following correct procedures for shut down and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards.

Learning outcome
The learner will: 1. be able to work safely
Assessment criteria
The learner can: 1.1 take appropriate action in the event of fire, emergencies or accidents 1.2 identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located 1.3 demonstrate safe and appropriate use of emergency equipment 1.4 distinguish between different alarm sounds 1.5 comply with equipment operating procedures and manufacturers instructions 1.6 demonstrate safe handling and lifting techniques 1.7 demonstrate correct use and maintenance of any protective clothing and/or equipment 1.8 comply with personal responsibilities under the health & safety at work act / COSHH 1.9 identify who the nominated first aiders are

Learning outcome

The learner will:

2. be able to monitor the workplace for hazards

Assessment criteria

The learner can:

- 2.1 identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
- 2.2 identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
- 2.3 demonstrate how to handle and store hazardous substances including debris
- 2.4 demonstrate how to store materials and equipment
- 2.5 explain what the most likely accidents and emergencies in the workplace are and how to deal with them
- 2.6 comply with personal responsibilities under the COSHH (control of substances hazardous to health)

Learning outcome

The learner will:

3. be able to contribute to workplace security

Assessment criteria

The learner can:

- 3.1 outline and comply with the organisation's rules, codes, guidelines and standards relating to security
- 3.2 explain how to deal with loss of property

Unit 211

Keep work areas clean in logistics operations

UAN:	F/601/7913
Level:	Level 2
Credit value:	3
GLH:	17
Relationship to NOS:	This unit is linked to unit - SfL18 'Keep work areas clean'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries.
Aim:	<p>This unit is about keeping the workplace clean and tidy and maintaining appropriate or required hygiene standards</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing an storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. know the requirements relating to the cleaning of work areas in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to: a. health, safety and security b. environmental factors c. legal requirements d. operating requirements e. personal protective equipment f. personal health and hygiene standards g. replenishment h. waste disposal 1.2 describe different procedures to maintain cleanliness in different work areas 1.3 explain the importance of keeping the workplace clean and tidy for health and safety purposes 1.4 identify problems that can occur when maintaining the cleanliness

<p>of work areas</p> <p>1.5 explain appropriate action when dealing with the identified problems</p>
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<p>Learning outcome</p> <p>The learner will:</p> <p>2. be able to carry out correct cleaning procedures in logistics operations</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 use personal protective equipment correctly</p> <p>2.2 clean the work area thoroughly using the correct cleaning materials</p> <p>2.3 protect people in the work area from cleaning hazards during the cleaning process</p> <p>2.4 use the correct signage during the cleaning process</p> <p>2.5 follow operational procedures to ensure that other people are not inconvenienced during the cleaning process</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>3. be able to follow post cleaning procedures in logistics operations</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>3.1 dispose of any waste in accordance with organisational procedures</p> <p>3.2 ensure any unused cleaning materials are stored correctly according to manufacturers instructions</p> <p>3.3 replenish used materials</p>

Unit 212

Maintain hygiene standards in handling and storing goods in logistics operations

UAN:	L/601/7929
Level:	Level 2
Credit value:	3
GLH:	16
Relationship to NOS:	This unit is linked to unit SfL28 'Maintain hygiene standards in handling and storing goods'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries.
Aim:	<p>This unit is about maintaining hygiene standards. It deals with personal hygiene standards and the use of appropriate clothing to protect either the operative, the goods or both.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. know how to maintain hygiene standards when handling and storing goods in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to: a. health, safety and security b. protective clothing c. personal hygiene d. environmental factors e. special requirements f. waste disposal 1.2 identify problems that can occur when maintaining hygiene standards when handling and storing goods 1.3 explain appropriate action when dealing with identified problems

Learning outcome
The learner will: 2. be able to maintain standards of hygiene when handling and storing goods in logistics operations
Assessment criteria
The learner can: 2.1 maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments 2.2 use the correct protective clothing in relation to the goods and the storage environment 2.3 apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment 2.4 handle the goods using the correct handling methods and equipment 2.5 dispose of waste in accordance with organisational policies and procedures

Unit 213

Principles of food safety in logistics

UAN:	H/600/6578
Level:	Level 2
Credit value:	1
GLH:	9
Relationship to NOS:	This unit is linked to NOS for Food Safety in a Logistics Environment.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries.
Aim:	<p>This unit is about food safety and hygiene within logistics operations. It covers the basic principles of food hygiene, associated food hazards, good hygiene practice and controls based upon an awareness of food safety management systems.</p> <p>This unit is relevant to drivers of goods vehicles or those who are responsible for goods vehicles within logistics organisations.</p>

Learning outcome
The learner will: 1. understand how individuals must take responsibility for food safety
Assessment criteria
The learner can: 1.1 outline the roles and responsibilities in an organisation's food safety procedures 1.2 describe how to report and record food safety hazards and illnesses 1.3 outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe

Learning outcome
The learner will: 2. understand how to keep him/herself clean and hygienic
Assessment criteria
The learner can: 2.1 explain the importance of personal hygiene in contributing to overall food safety 2.2 describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour

Learning outcome
The learner will: 3. understand how to keep storage areas and vehicles clean
Assessment criteria
The learner can: 3.1 explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment 3.2 state how to use and store chemicals safely to avoid contamination 3.3 outline the importance of pest control

Learning outcome
The learner will: 4. understand how to keep food safe
Assessment criteria
The learner can: 4.1 state the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards 4.2 describe food safety procedures for delivery, storage, date marking and stock rotation 4.3 explain the importance of food and environmental temperature controls 4.4 state why accurate records should be kept of food that is delivered or returned 4.5 state the reasons why food may be returned 4.6 state the controls to needed to maintain food safety in the event of controls not being met 4.7 state the corrective actions that are required to reduce the risk of food contamination when controls are not met

Unit 214

Moving and/or handling goods in logistics operations

UAN:	J/601/7914
Level:	Level 2
Credit value:	4
GLH:	15
Relationship to NOS:	This unit is linked to Sfl19 Moving and handling goods in logistics operations'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries.
Aim:	<p>This unit is about the movement and/or handling of goods within a single location or between different locations. It deals with identifying hazards that might occur in moving or handling goods safely.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. know how to move and/or handle goods in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to: a. health safety and security b. environmental factors c. special requirements d. legal requirements e. operating requirements f. personal protective equipment 1.2 identify any specific hazards in relation to moving and/or handling the goods 1.3 describe methods for moving and/or handling the goods safely 1.4 explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied 1.5 identify problems that can occur when moving and/or handling the goods 1.6 explain appropriate action when dealing with identified problems

Learning outcome
The learner will: 2. be able to move and/or handle the goods in logistics operations
Assessment criteria
The learner can: 2.1 identify the goods to be moved and/or handled 2.2 use suitable handling methods to move the goods safely and correctly 2.3 position and set down the goods in the required location 2.4 place the goods so that they can be easily identified and accessed

Unit 215

Sort goods and materials for recycling or disposal in logistics operations

UAN:	R/601/7933
Level:	Level 2
Credit value:	3
GLH:	10
Relationship to NOS:	This unit is linked to unit Sfl 32 - 'Sort goods for recycling or disposal'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK's freight logistics industries.
Aim:	<p>This unit is about the recycling or disposal of goods and materials. It deals with identifying which goods and materials are suitable for recycling or disposal, preparing the goods and materials for onward movement and with any problems that may occur when sorting goods and materials for recycling or disposal.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. know how to sort goods and materials for recycling or disposal in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. environmental factors d. special requirements e. waste management f. roles and responsibilities of colleagues 1.2 explain the types of goods and materials that are suitable for

<p>recycling and those that are not</p> <p>1.3 identify problems that can occur when sorting goods for recycling or disposal</p> <p>1.4 explain appropriate action when dealing with identified problems</p>
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<p>Learning outcome</p> <p>The learner will:</p> <p>2. be able to sort the goods and materials for recycling or disposal in logistics operations</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 undertake initial checks to determine the suitability of the goods and materials for recycling or disposal</p> <p>2.2 sort the goods and materials correctly</p> <p>2.3 remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly</p> <p>2.4 handle the goods and materials using the correct handling methods and equipment</p> <p>2.5 position the goods or materials suitable for recycling or disposal into the correct locations</p> <p>2.6 prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal</p>

Unit 216

Wrap and pack goods in logistics operations

UAN:	Y/601/7917
Level:	Level 2
Credit value:	3
GLH:	12
Relationship to NOS:	This unit is linked to unit – Sfl21 ‘Wrap and pack goods’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the UK’s freight logistics industries.
Aim:	<p>This unit is about wrapping and packing goods as part of the logistics operation. It deals with identifying the goods, the correct method and materials for wrapping and packing to safeguard the goods during transportation or storage. It deals with labelling the goods and disposal of any waste materials generated during wrapping and packing activities.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. know how to prepare the goods for wrapping and packing in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to: a. health, safety and security requirements b. environmental factors c. special requirements d. personal protective equipment e. waste minimisation and disposal 1.2 describe the types of wrapping and packing materials to be used for packing the goods 1.3 describe the tools and equipment to be used for packing the goods

- | | |
|-----|--|
| 1.4 | describe the roles and responsibilities of colleagues in relation to packing the goods |
| 1.5 | identify problems that can occur when wrapping and packing the goods |
| 1.6 | explain appropriate action when dealing with identified problems |

Learning outcome

The learner will:

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| 2. be able to wrap and pack the goods in logistics operations |
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Assessment criteria

The learner can:

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| 2.1 | check that the goods being packed match the specifications provided in the information |
| 2.2 | comply with all health, safety and security issues relating to wrapping and packing the goods |
| 2.3 | schedule the packing of the goods according to agreed work instructions |
| 2.4 | protect goods from damage while they are being packed |
| 2.5 | use the appropriate tools and equipment safely in accordance with organisational procedures |
| 2.6 | pack, wrap and seal goods using the correct type and quantity of packing materials |
| 2.7 | minimise waste |
| 2.8 | label the packages with the correct information for further use |
| 2.9 | dispose of waste materials correctly and promptly |



Appendix 1 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
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for GOLA/e-volve assessments.

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Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, 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

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