

# **Level 2 Certificate in Driving Goods Vehicles – Motor/Pedal Cycle (4012-20)**

**Candidate logbook**  
501/1799/3



---

[www.cityandguilds.com](http://www.cityandguilds.com)  
August 2011  
Version 1.0

## About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

## 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

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.

## City & Guilds

**1 Giltspur Street**

**London EC1A 9DD**

**T +44 (0)844 543 0033**

**F +44 (0)20 7294 2413**

**[www.cityandguilds.com](http://www.cityandguilds.com)**

**[learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

# **Level 2 Certificate in Driving Goods Vehicles – Motor/Pedal Cycle (4012-20)**

**Candidate logbook**



---

[www.cityandguilds.com](http://www.cityandguilds.com)  
August 2011  
Version 1.0

**City & Guilds**  
Believe you can



[www.cityandguilds.com](http://www.cityandguilds.com)

# Contents

<b>1</b>	<b>About your candidate logbook</b>	<b>5</b>
<b>2</b>	<b>Units</b>	<b>7</b>
<b>3</b>	<b>The assessment process</b>	<b>9</b>
<b>4</b>	<b>Using your logbook</b>	<b>10</b>
<b>5</b>	<b>Candidate progress record</b>	<b>11</b>
<b>Unit 001</b>	<b>Prepare the cycle for driving</b>	<b>12</b>
<b>Unit 002</b>	<b>Protect the cycle and the load</b>	<b>14</b>
<b>Unit 003</b>	<b>Operate and monitor the cycle systems</b>	<b>16</b>
<b>Unit 004</b>	<b>Manoeuvre the cycle in restricted spaces</b>	<b>18</b>
<b>Unit 005</b>	<b>Obtain information on the collection and/or delivery of loads</b>	<b>20</b>
<b>Unit 006</b>	<b>Collecting and/or delivering goods (motorcycles and pedal cycles)</b>	<b>22</b>
<b>Unit 007</b>	<b>Drive the cycle in a safe and fuel efficient manner on public roads</b>	<b>24</b>
<b>Unit 008</b>	<b>Drive the cycle in a safe and fuel efficient manner on private roads</b>	<b>26</b>
<b>Unit 009</b>	<b>Ensure the cycle is loaded correctly</b>	<b>28</b>
<b>Unit 010</b>	<b>Load the cycle correctly</b>	<b>30</b>
<b>Unit 011</b>	<b>Ensure the cycle is unloaded correctly</b>	<b>32</b>
<b>Unit 012</b>	<b>Unload the cycle correctly</b>	<b>34</b>
<b>Unit 013</b>	<b>Plan the route and timings for the collection and delivery of goods</b>	<b>36</b>
<b>Unit 014</b>	<b>Make an effective contribution to a business in the logistics sector</b>	<b>38</b>
<b>Unit 015</b>	<b>Contribute to the provision of customer service in logistics operations</b>	<b>40</b>
<b>Unit 016</b>	<b>Dealing with payment transactions in logistics operations</b>	<b>42</b>
<b>Appendix 1</b>	<b>Summary of City &amp; Guilds assessment policies</b>	<b>44</b>

**City & Guilds**  
Believe you can



[www.cityandguilds.com](http://www.cityandguilds.com)

# 1 About your candidate logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>Date of registration with City &amp; Guilds</b>	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

<b>Your Assessor(s)</b>	
<b>Your Internal Verifier</b>	
<b>Quality Assurance Contact</b>	

# 1 About your candidate logbook

## 1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 2 Certificate in Driving Goods Vehicles – Motor/Pedal Cycle (4012-20)**. It contains forms you can use to record your evidence of what you have done.

There are **16 units** in total available in this suite of qualifications. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for **Level 2** and one at **Level 3**.

### About City & Guilds

City & Guilds is your awarding body for this N/SVQ. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **[www.cityandguilds.com](http://www.cityandguilds.com)**.



## 2 Units

The learner must achieve a minimum of **31 credits** by completing:

- 6 mandatory units- **15** credits
- minimum of **4** credits from optional group 1
- minimum of **4** credits from optional group 2
- minimum of **3** credits from optional group 3
- minimum of **5** credits from optional group 4

City & Guilds unit	Unit title	GLH	Credit value
	<b>Mandatory group</b>		
001	Prepare the cycle for driving	10	2
002	Protect the cycle and the load	15	2
003	Operate and monitor the cycle systems	16	3
004	Manoeuvre the cycle in restricted spaces	18	4
005	Obtain Information on the collection and/or delivery of loads	10	2
006	Collecting and/or delivering goods (motorcycles and pedal cycles)	10	2

One unit to be taken from each of the following optional groups:

- minimum of **4** credits from group 1
- minimum of **4** credits from group 2
- minimum of **3** credits from group 3

City & Guilds unit	Unit title	GLH	Credit value
	<b>Option group 1</b>		
007	Drive the cycle on public roads in a safe and fuel efficient manner	30	6
008	Drive the cycle on private roads in a safe and fuel efficient manner	20	4
	<b>Option group 2</b>		
009	Ensure the cycle is loaded correctly	25	4
010	Load the cycle correctly	30	5
	<b>Option group 3</b>		
011	Ensure the cycle is unloaded correctly	15	3
012	Unload the cycle correctly	20	3

Minimum of 5 credits from optional group 5

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>GLH</b>	<b>Credit value</b>
	<b>Option group 4</b>		
013	Plan the route and timings for the collection and delivery of goods	30	6
014	Make an effective contribution to a business in the logistics sector	10	3
015	Contribute to the provision of customer service in logistics operations	18	3
016	Dealing with payment transactions in logistics operations	10	2

### 3 The assessment process

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier in advance to ensure validity. Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to.

The following people at your centre will explain the assessment process and help you achieve your unit(s).

#### **The assessor/tutor**

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

#### **The internal verifier**

The internal verifier maintains the quality of assessment within the centre.

#### **The external verifier**

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

## 4 Using your logbook

### **Recording forms**

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

**Please photocopy these forms as required.**

## 5 Candidate progress record

### Level 2 Certificate in Driving Goods Vehicles – Motor/Pedal Cycle (4012-20)

Units	001	002	003	004	005	006							
Credits	2	2	3	4	2	2							
Total Credits Achieved:													

Minimum Credit Value for Cycles: 31 Credits

Maximum Credit Value for Cycles: 34 Credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

# Unit 001

# Prepare the cycle for driving

2 credits

## Outcome 1 Know how to prepare the cycle for driving

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to preparing the cycle for driving, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
2. explain how to check that the cycle has sufficient fuel, additives and water		
3. explain the operation of the cycle instruments and controls to include:		
• how to check the vehicle systems		
• how to check instruments, controls, gauges and vehicle systems		
• indications of electrical or mechanical problems		
4. explain the responsibilities of the driver for the cycle and the load		
5. explain the organisational procedures for reporting defects including information on previously reported problems with the cycle		
6. explain how to obtain information on previously reported problems with the cycle		
7. explain which person(s) is officially responsible for releasing the cycle		
8. identify problems that can occur when preparing the cycle for driving		
9. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to prepare the cycle for driving

<b>Assessment criteria (Performance )</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures, in relation to preparing the cycle for driving, that relate to:						
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>• legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• operating requirements</li> </ul>						
10. check the vehicle and vehicle systems to ensure the cycle is legal and roadworthy						
11. for optimum control, observation and comfort, carry out adjustments to the:						
<ul style="list-style-type: none"> <li>• steering mechanism</li> </ul>						
<ul style="list-style-type: none"> <li>• mirrors</li> </ul>						
<ul style="list-style-type: none"> <li>• seat</li> </ul>						
12. check the cycle has sufficient:						
<ul style="list-style-type: none"> <li>• fuel</li> </ul>						
<ul style="list-style-type: none"> <li>• additives</li> </ul>						
<ul style="list-style-type: none"> <li>• oil</li> </ul>						
<ul style="list-style-type: none"> <li>• water</li> </ul>						
13. check that any ancillary equipment is in working order						
14. demonstrate that all documentation your organisation requires is with the cycle.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 002

## Protect the cycle and the load

2 credits

### Outcome 1 Know how to protect the cycle and the load

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to protecting the cycle and load, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• different locations		
• changes in condition of the load		
• theft or damage		
15. describe how to identify damage or deterioration in the condition of the load		
16. explain different methods for protecting the cycle's load		
17. describe the risks associated with protecting the cycle and load at different locations		
18. explain the security checks that are required to protect the cycle and the load		
19. identify problems that can occur when protecting the cycle and its load		
20. explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Outcome 2 Be able to protect the cycle and the load

<b>Assessment criteria (Performance )</b>	<b>Evidence date</b>					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures, in relation to protecting the cycle and load, that relate to:						
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>• legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• operating requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• different locations</li> </ul>						
<ul style="list-style-type: none"> <li>• theft</li> </ul>						
<ul style="list-style-type: none"> <li>• damage</li> </ul>						
<ul style="list-style-type: none"> <li>• reporting procedures</li> </ul>						
21. carry out security checks						
22. demonstrate how to report any change in the condition of the load according to organisational procedures.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

# Unit 003

# Operate and monitor the cycle systems

3 credits

## Outcome 3 Know how to operate and monitor the vehicle systems

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, that relate to:		
• health, safety and security		
• legal requirements		
• cycle operating systems		
• cycle monitoring systems		
23. describe the purposes and functions of the cycles instruments		
24. explain the cycle requirements for:		
• fuel		
• additives		
• oil		
• water		
25. identify problems that can occur when operating and monitoring the cycle systems		
26. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

## Outcome 2 Be able to operate and monitor the vehicle systems

<b>Assessment criteria (Performance )</b>	<b>Evidence date</b>					
Simulation is not acceptable for performance evidence in this unit.						
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures that relate to:						
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>• legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• cycle operating systems</li> </ul>						
<ul style="list-style-type: none"> <li>• cycle monitoring systems</li> </ul>						
27. operate the cycle controls to maintain the safety, security of yourself, the cycle and others						
28. operate fuel delivery systems correctly and safely						
29. demonstrate how to minimise wear and tear on the cycle systems.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 004

## Manoeuvre the cycle in restricted spaces

4 credits

### Outcome 1 Know how to manoeuvre the cycle in restricted spaces

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to manoeuvring the cycle, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
30. state the:		
• dimensions of the cycle		
• clearances required for the cycle during different activities		
• types of signals to be used when manoeuvring the cycle		
31. explain the observations required to ensure the safety of yourself and other road users		
32. identify suitable spaces for safe manoeuvring		
33. identify the types of hazard that could occur during manoeuvring		
34. explain the effects of inappropriate speed during manoeuvring		
35. identify problems that can occur when manoeuvring the cycle in restricted spaces		
36. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to manoeuvre the cycle in restricted spaces

Assessment criteria (Performance )	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
You must be able to:	Portfolio reference					
1. follow organisational policies and procedures, in relation to manoeuvring the cycle, that relate to:						
<ul style="list-style-type: none"> <li>health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>operating requirements</li> </ul>						
37. manoeuvre the cycle in restricted spaces and include:						
<ul style="list-style-type: none"> <li>the appropriate use of signals</li> </ul>						
<ul style="list-style-type: none"> <li>using the appropriate speed for the manoeuvre</li> </ul>						
<ul style="list-style-type: none"> <li>ensuring there is no damage to the cycle or surrounding environment</li> </ul>						
<ul style="list-style-type: none"> <li>ensuring the cycle is in a suitable position for the required activities.</li> </ul>						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 005

## Obtain information on the collection and/or delivery of loads

2 credits

### Outcome 1 Know how to obtain information on the collection and/or delivery of loads

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
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:		
• health, safety and security		
• legal requirements		
• operating requirements		
• monitoring requirements		
38. explain the required information on the load to include:		
• the type of information for the load		
• where the information can be found		
• destination and schedule and any recent information that could affect the destination and schedule		
• requirements for loading and unloading		
• requirements for collections		
39. identify problems that can occur when obtaining information on the collection and/or delivery of loads		
40. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to obtain information on the collection and/or delivery of loads

<b>Assessment criteria (Performance )</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures, in relation to obtaining information on the collection and / or delivery of the load, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
• monitoring requirements						
41. collect information on the load to include:						
• the details of the load						
• destination and schedule						
• requirements for loading and unloading						
• requirements for collections and/or deliveries						
42. assess any relevant information that could affect the destination and schedule						
43. communicate effectively with others in relation to the collection and / or delivery of the load						
44. assess the suitability of the vehicle for the load.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 006

## Collecting and/or delivering goods (motorcycles and pedal cycles)

2 credits

### Outcome 1 Know how to collect and/or deliver goods by motor and/or pedal cycle

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, that relate to:		
• health, safety and security		
• personal protective equipment		
• legal requirements		
• vehicle operating systems		
• vehicle monitoring systems		
• reporting procedures		
45. explain the required information on:		
• collection and delivery documentation		
• types of goods to be collected and/or delivered		
• health, safety, security or environmental issues in relation to the goods		
• any restrictions that may apply to the goods		
• routes and schedules		
• any end of collection and/or delivery tasks		
• end of duty checks		
46. identify suitable equipment for the collection and/or delivery of the goods		
47. identify problems that can occur when collecting and/or delivering goods by motorcycles and / or pedal cycles.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Outcome 2 Be able to collect and/or deliver goods by motor and/or pedal cycle

<b>Assessment criteria (Performance )</b> Simulation is not acceptable for performance evidence in this unit.	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures that relate to:						
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>• personal protective equipment</li> </ul>						
<ul style="list-style-type: none"> <li>• legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• vehicle operating systems</li> </ul>						
<ul style="list-style-type: none"> <li>• vehicle monitoring systems</li> </ul>						
<ul style="list-style-type: none"> <li>• reporting procedures</li> </ul>						
48. confirm with an appropriate person the:						
<ul style="list-style-type: none"> <li>• goods to be collected and /or delivered</li> </ul>						
<ul style="list-style-type: none"> <li>• route and schedule</li> </ul>						
49. ensure the vehicle used is suitably equipped and serviceable						
50. carry out the collection and/or delivery of the goods safely and in accordance with organisational operational policies						
51. monitor progress on the collection and/or delivery of goods						
52. demonstrate how to report and record any difficulties with the collection and/or delivery of the goods in accordance with organisational policy						
53. complete collection and delivery documentation						
54. complete end of collection and or delivery schedule procedures						
55. complete end of duty tasks.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 007

# Drive the cycle in a safe and fuel efficient manner on public roads

6 credits

### Outcome 1 Know how to drive the cycle on public roads in a safe and fuel efficient manner

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to driving the cycle in a fuel efficient manner, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
56. explain the organisation's policy when driving conditions vary and result in changes to the schedule		
57. describe how to adapt driving styles to changes in driving conditions		
58. explain how to adapt driving manner to suit changes in driving conditions		
59. explain how the actions of other road users can affect driving manner		
60. explain how to:		
• position the cycle on the road to ensure the safety of yourself and other road users		
• appropriately use signals		
• alter speed to meet different types of road conditions and requirements		
• use the controls of the cycle to optimise fuel consumption		
• assess and maintain safe separation distances		
• assess factors affecting safe stopping distances		
• use the controls of the cycle to adjust braking under different road conditions		
61. identify types of hazard that could occur on the road		
62. when overtaking, identify:		
• when overtaking should and should not occur		
• the types of hazards involved		
• factors affecting the distance required to overtake other vehicles		

63. describe the effects severe braking could have on the load and roadworthiness of the cycle		
64. identify problems that can occur when driving the vehicle, on private roads, in a safe and fuel efficient manner		
65. explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to drive the cycle on public roads in a safe and fuel efficient manner

Assessment criteria (Performance ) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. follow organisational policies and procedures, in relation to driving the vehicle and load, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
66. position the cycle and apply lane discipline to maintain the safety of yourself, other road users according to the prevailing driving conditions						
67. demonstrate how to drive the cycle safely and in a fuel efficient manner to include:						
• giving clear signals in good time						
• driving at the appropriate speed for the driving conditions						
• minimising fuel consumption and wear and tear						
• applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the cycle and its load						
• overtaking other vehicles at a suitable point						
68. take preventative action to avoid harm to any other road user.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 008

## Drive the cycle in a safe and fuel efficient manner on private roads

4 credits

### Outcome 1 Know how to drive the cycle on private roads in a fuel efficient manner

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures, in relation to driving the cycle in a fuel efficient manner, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
69. explain the organisation's policy when driving conditions vary and result in changes to the schedule		
70. describe how to adapt driving styles to changes in driving conditions		
71. explain how to adapt driving manner to suit changes in driving conditions		
72. explain how the actions of other road users can affect driving manner		
73. explain how to:		
• position the cycle on the road to ensure the safety of yourself and other road users		
• appropriately use signals		
• alter speed to meet different types of road conditions and requirements		
• use the controls of the cycle to optimise fuel consumption		
• assess and maintain safe separation distances		
• assess factors affecting safe stopping distances		
• use the controls of the cycle to adjust braking under different road conditions		
74. identify types of hazard that could occur on the road		
75. when overtaking, identify:		
• when overtaking should and should not occur		
• the types of hazards involved		
• factors affecting the distance required to overtake other cycles		

76. describe the effects severe braking could have on the load and roadworthiness of the cycle		
77. identify problems that can occur when driving the cycle, on public roads, in a safe and fuel efficient manner		
78. explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to drive the cycle on private roads in a safe and fuel efficient manner

Assessment criteria (Performance ) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. follow organisational policies and procedures, in relation to driving the cycle and load, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
79. position the cycle and apply lane discipline to maintain the safety of yourself, other road users according to the prevailing driving conditions						
80. demonstrate how to drive the cycle safely and in a fuel efficient manner to include:						
• giving clear signals in good time						
• driving at the appropriate speed for the driving conditions						
• minimising fuel consumption and wear and tear						
• applying the braking systems, in a controlled manner appropriate to the driving conditions, distance available, the cycle and its load						
• overtaking other cycles at a suitable point						
81. take preventative action to avoid harm to any other road user.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

# Unit 009

# Ensure the cycle is loaded correctly

4 credits

## Outcome 1 Know how to load the cycle correctly

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to ensuring the cycle is loaded correctly, that relate to:		
• health, safety and security		
• personal protective equipment		
• legal requirements		
• operating requirements		
• monitoring requirements		
82. explain the required information to include:		
• suitability of the cycle for the load		
• load restrictions		
• loading and delivery sequences		
• how to distribute the load		
• when and how to re-distribute the load		
• correct securing of the load		
• use of correct restraints		
• why, how and where to check axle weights		
83. identify problems that can occur when ensuring that the cycle is loaded correctly		
84. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to ensure the cycle is loaded correctly

<b>Assessment criteria (Performance )</b>	<b>Evidence date</b>					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures, in relation to ensuring the cycle is loaded correctly, that relate to:						
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>• personal protective equipment</li> </ul>						
<ul style="list-style-type: none"> <li>• legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• operating requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• monitoring requirements</li> </ul>						
85. communicate effectively with others						
86. ensure that the cycle and load are compatible						
87. ensure that the cycle has been loaded in the appropriate manner for the type of load and delivery sequence						
88. ensure that the load is secured and stabilized, for transportation						
89. ensure that any loose materials, restraints, and ancillary equipment are secured and stabilized for transportation.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

# Unit 010

# Load the cycle correctly

5 credits

## Outcome 1 Know how to load the cycle correctly

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to ensuring the cycle is loaded correctly, that relate to:		
• health, safety and security		
• personal protective equipment		
• legal requirements		
• operating requirements		
• monitoring requirements		
• handling methods		
90. explain the required information to include:		
• suitability of the cycle for the load		
• load restrictions		
• loading and delivery sequences		
• how to distribute the load		
• when and how to redistribute the load		
• correct securing of the load		
• use of correct restraints		
• why, how and where to check axle weights		
91. explain how to prepare the cycle for loading		
92. identify problems that can occur when loading the cycle correctly		
93. explain the appropriate action to take in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Outcome 2 Be able to load the cycle correctly

Assessment criteria (Performance )	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to ensuring the cycle is loaded correctly, that relate to:						
<ul style="list-style-type: none"> <li>health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>personal protective equipment</li> </ul>						
<ul style="list-style-type: none"> <li>legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>operating requirements</li> </ul>						
<ul style="list-style-type: none"> <li>monitoring requirements</li> </ul>						
94. communicate effectively with others						
95. ensure that the cycle and load are compatible						
96. ensure that the cycle is ready to receive the load						
97. ensure the loading area is suitable and safe						
98. manoeuvre the cycle into a suitable position for loading						
99. load the cycle in the appropriate manner, using the correct handling methods, for the type of load and delivery sequence						
100. secure the load with the correct restraints						
101. secure any loose materials, restraints, and ancillary equipment so that they cannot shift or come loose during transportation.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 011

## Ensure the cycle is unloaded correctly

3 credits

### Outcome 1 Know how to ensure that the cycle is unloaded correctly

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to ensuring the cycle is unloaded correctly, that relate to:		
• health, safety and security		
• personal protective clothing		
• legal requirements		
• operating requirements		
• monitoring requirements		
102. explain the required information to include:		
• how the cycle should be prepared for unloading and delivery		
• when and how to redistribute the load		
• the appropriate equipment for moving the load		
• proof of delivery procedures or systems		
103. explain how to prepare the cycle for unloading		
104. identify problems that can occur when ensuring that the cycle is unloaded correctly		
105. explain the appropriate action to take in order to deal with identified problems.		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to ensure that the cycle is unloaded correctly

Assessment criteria (Performance )	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to ensuring the cycle is unloaded correctly, that relate to:						
<ul style="list-style-type: none"> <li>health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>personal protective equipment</li> </ul>						
<ul style="list-style-type: none"> <li>legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>operating requirements</li> </ul>						
<ul style="list-style-type: none"> <li>monitoring requirements</li> </ul>						
106. communicate effectively with others						
107. identify the person responsible for receiving the load						
108. ensure the unloading is properly planned						
109. ensure that the part of the load to be unloaded is correctly identified						
110. ensure the correct proof of delivery procedures are completed.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 012

## Unload the cycle correctly

3 credits

### Outcome 1 Know how to unload the cycle correctly

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to ensuring the cycle is unloaded correctly, that relate to:		
• health, safety and security		
• personal protective clothing		
• legal requirements		
• operating requirements		
• monitoring requirements		
• handling methods		
111. explain the required information to include:		
• the person responsible for receiving the load		
• how the cycle should be prepared for unloading and delivery		
• when and how to redistribute the load		
• the appropriate equipment for moving the load		
• proof of delivery procedures or systems		
112. explain how to prepare the cycle for unloading		
113. identify problems that can occur when unloading the cycle correctly		
114. explain the appropriate action to take in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to unload the cycle correctly

<b>Assessment criteria (Performance )</b>	<b>Evidence date</b>					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. follow all organisational policies and procedures, in relation to ensuring the cycle is unloaded correctly, that relate to:						
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>• personal protective equipment</li> </ul>						
<ul style="list-style-type: none"> <li>• legal requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• operating requirements</li> </ul>						
<ul style="list-style-type: none"> <li>• monitoring requirements</li> </ul>						
115. communicate effectively with others						
116. identify the person responsible for receiving the load						
117. manoeuvre the cycle into a safe and suitable position for unloading						
118. prepare the cycle correctly for unloading						
119. demonstrate how to properly plan for unloading the cycle						
120. correctly identify the part of the load to be unloaded						
121. use the correct handling method to move the load						
122. follow the correct proof of delivery procedures.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 013

# Plan the route and timings for the collection and delivery of goods

6 credits

### Outcome 1 Know how to plan the route and timings for the collection and delivery of loads

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to:		
• health, safety and security		
• personal protective equipment		
• legal requirements		
• operating requirements		
123. explain how to use route planning resources		
124. explain the impact that the following factors have on route planning:		
• restrictions on the load		
• vehicle dimensions and weight		
• requirements to plan alternative routes		
• road restrictions on selected route		
• load restrictions on selected route		
• journey times		
• facilities at stopping points		
• estimation of driving distances		
• effective use of driving time		
• legislation in relation to driver's hours		
125. describe the implications for the vehicle and load on the selection of particular routes		
126. identify problems that can occur when planning the route and timings for the collection and delivery of goods		
127. explain the appropriate action to take, in order to deal with identified problems.		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to plan the route and timings for the collection and delivery of loads

<b>Assessment criteria (Performance )</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to:						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• operating requirements						
128. collect all relevant information on the:						
• destination						
• route						
• schedule						
• driving distances						
• times						
• vehicle						
• load						
• restrictions						
• facilities at stopping points						
129. use relevant route planning resources						
130. identify the major and minor roads for reaching the destination						
131. plan alternative routes to ensure effective use of driving time						
132. estimate driving distances and time required to achieve schedule.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 014

# Make an effective contribution to a business in the logistics sector

3 credits

### Outcome 1 Know how to make an effective contribution to a business in the logistics sector

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
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:		
• health, safety and security		
• personal protective equipment		
• your work role		
• quality standards		
133. identify own reporting line and the work roles of colleagues		
134. describe methods for improving personal work performance		
135. describe methods for identifying learning needs		
136. explain the importance of supporting colleagues and the difference it makes to productivity		
137. describe how misunderstandings and conflict in working relationships may be resolved constructively.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Outcome 2 Be able to make an effective contribution to a business in the logistics sector

Assessment criteria (Performance ) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:						
• health, safety and security						
• personal protective clothing						
• own work role						
• quality standards						
138. communicate effectively with others						
139. confirm tasks, priorities and responsibilities with an appropriate person						
140. perform work tasks in ways that are consistent with good practice in the organisation						
141. ensure that:						
• personal appearance and hygiene						
• equipment						
• work areas are maintained in accordance with organisational requirements						
142. identify own learning needs from feedback obtained from appropriate people						
143. agree a learning plan that is realistic, with an appropriate person						
144. promptly action requests from others that fall within own responsibility.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 015

# Contribute to the provision of customer service in logistics operations

3 credits

### Outcome 1 Know how to contribute to the provision of customer services in logistics operations

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• maintaining effective customer relations		
• personal appearance and hygiene		
• reporting procedures and systems		
• recording information		
• confidentiality		
• complaints		
145. describe different types of customers in relation to own organisation		
146. describe the importance of:		
• promoting the organisation's image positively		
• effective communication		
• good customer service		
147. identify the services available to customers in own organisation		
148. describe the implications of:		
• a negative image on your organisation		
• poor communication		
• poor customer service		
149. describe:		
• own role in dealing with customer complaints, and		
• the limits of your responsibility		
150. identify who to report to when you are unable to deal with a customer enquiry or request.		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to contribute to the provision of customer services in logistics operations

Assessment criteria (Performance ) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:						
• health, safety and security						
• personal protective equipment						
• maintaining effective customer relations						
• personal appearance and hygiene						
• reporting procedures and systems						
• recording information						
• confidentiality						
• complaints						
151. develop positive relationships with customers						
152. ensure that own personal appearance and hygiene meet organisational policies and standards						
153. communicate effectively with customers						
154. ensure that all information available is up to date and accurate						
155. identify customer needs						
156. deal effectively with customer enquiries						
157. ensure the customer is promptly informed of any action that is taken						
158. maintain customer confidentiality						
159. update customer records accurately						
160. record customer enquiries and outcomes accurately using the organisation's procedures and systems						
161. deal with customer complaints effectively.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Unit 016

## Dealing with payment transactions in logistics operations

2 credits

### Outcome 1 Know how to deal with payment transactions

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures, in relation to payments, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
162. explain the required information on:		
• the collection of payments		
• methods for carrying payments		
163. identify problems that can occur when dealing with payment transactions		
164. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to deal with payment transactions

<b>Assessment criteria (Performance )</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. follow all organisational policies and procedures, in relation to payments, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
165. obtain all relevant documentation required for the payment						
166. confirm the goods for which payment is required, the amount involved, and the payment method						
167. ensure there is adequate provision for collecting and carrying payments in a safe and secure manner						
168. collect the payments on delivery of goods and confirm the amount received is correct						
169. record and issue a receipt for the payment						
170. secure payments in a designated place, in accordance with organisational operating procedures						
171. reconcile payments received with the documentation and payments collected						
172. deposit completed documentation and payments with relevant person or to the relevant place						
173. record and report any discrepancies promptly to relevant person(s).						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

# Appendix 1      Summary of City & Guilds assessment policies

## **Health and Safety**

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

## **Equal Opportunities**

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website [www.cityandguilds.com](http://www.cityandguilds.com), City & Guilds Customer Relations Team or your centre.

## **Access to assessment**

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com), from the City & Guilds Customer Relations Team or your centre.

## **Complaints and appeals**

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website [www.cityandguilds.com](http://www.cityandguilds.com) or is available from the City & Guilds Customer Relations Team or your centre.

## Useful contacts

### UK learners

General qualification information

T: +44 (0)844 543 0033

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

---

### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: [intcg@cityandguilds.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto:walledgarden@cityandguilds.com)

---

### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: [business@cityandguilds.com](mailto:business@cityandguilds.com)

---

### Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

---

**Published by City & Guilds  
1 Giltspur Street  
London  
EC1A 9DD  
T +44 (0)844 543 0033  
F +44 (0)20 7294 2413  
[www.cityandguilds.com](http://www.cityandguilds.com)**

**City & Guilds is a registered charity  
established to promote education  
and training**

**WL-01-4012**