

# Level 2 Certificate in Driving Goods Vehicles – Van (4012-21)



**Candidate logbook**

501/1799/3

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August 2011  
Version 1.0

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## City & Guilds Group

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## Candidate logbook

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# 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>8</b>
<b>4</b>	<b>Using your logbook</b>	<b>9</b>
<b>5</b>	<b>Candidate progress record</b>	<b>10</b>
<b>Unit 017</b>	<b>Prepare the van for driving</b>	<b>11</b>
<b>Unit 018</b>	<b>Protect the van and the load</b>	<b>13</b>
<b>Unit 019</b>	<b>Operate and monitor the van systems</b>	<b>15</b>
<b>Unit 020</b>	<b>Manoeuvre the van in restricted spaces</b>	<b>17</b>
<b>Unit 005</b>	<b>Obtain information on the collection and/or delivery of loads</b>	<b>19</b>
<b>Unit 021</b>	<b>Drive the van in a safe and fuel efficient manner on a public road</b>	<b>21</b>
<b>Unit 022</b>	<b>Drive the van in a safe and fuel efficient manner on a private road</b>	<b>23</b>
<b>Unit 023</b>	<b>Ensure the van is loaded correctly</b>	<b>25</b>
<b>Unit 024</b>	<b>Load the van correctly</b>	<b>27</b>
<b>Unit 025</b>	<b>Ensure the van is unloaded correctly</b>	<b>29</b>
<b>Unit 026</b>	<b>Unload the van correctly</b>	<b>31</b>
<b>Unit 013</b>	<b>Plan the route and timings for the collection and delivery of goods</b>	<b>33</b>
<b>Unit 014</b>	<b>Make an effective contribution to a business in the logistics sector</b>	<b>35</b>
<b>Unit 015</b>	<b>Contribute to the provision of customer service in logistics operations</b>	<b>37</b>
<b>Unit 016</b>	<b>Dealing with payment transactions in logistics operations</b>	<b>39</b>
<b>Appendix 1</b>	<b>Summary of City &amp; Guilds assessment policies</b>	<b>41</b>

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# 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 – Van (4012-21)**. It contains forms you can use to record your evidence of what you have done.

There are **15 units** in total available in this qualification. 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 **29** credits by completing:

- five mandatory units – **13** credits
- minimum **4** credits from optional group 1
- minimum **4** credits from optional group 2
- minimum **3** credits from optional group 3
- minimum **5** credits from optional group 4

City & Guilds unit	Unit title	GLH	Credit value
<b>Mandatory group</b>			
017	Prepare the van for driving	10	2
018	Protect the van and the load	15	2
019	Operate and monitor the van systems	16	3
020	Manoeuvre the van in restricted spaces	18	4
005	Obtain information on the collection and/or delivery of loads	10	2
<b>A minimum of 4 credits to be taken from optional group 1</b>			
<b>Option group 1</b>			
021	Drive the van on public roads in a safe and fuel efficient manner	30	6
022	Drive the van on private roads in a safe and fuel efficient manner	20	4
<b>A minimum of 4 credits to be taken from optional group 2</b>			
<b>Option group 2</b>			
023	Ensure the van is loaded correctly	25	4
024	Load the van correctly	30	5
<b>A minimum of 3 credits to be taken from optional group 3</b>			
<b>Option group 3</b>			
025	Ensure the van is unloaded correctly	15	3
026	Unload the van correctly	20	3
<b>A minimum of 5 credits to be taken from optional group 4</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

For these qualifications, candidates will be required to complete the following assessments:

- a portfolio of evidence for each unit.

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 – Van (4012-21)

<b>Units</b>	<b>017</b>	<b>018</b>	<b>019</b>	<b>020</b>	<b>005</b>								
<b>Credits</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>								
<b>Total Credits Achieved:</b>													

**Minimum Credit Value Van: 29 Credits**

**Maximum Credit Value for Vans: 33 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 017

## Prepare the van for driving

2 credits

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

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, in relation to preparing the van for driving, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
1.2 explain how to check that the van has sufficient fuel, additives and water		
1.3 explain the operation of the van 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		
1.4 explain the responsibilities of the driver for the van and the load		
1.5 explain the organisational procedures for reporting defects including information on previously reported problems with the van		
1.6 explain how to obtain information on previously reported problems with the van		
1.7 explain which person(s) is officially responsible for releasing the van		
1.8 identify problems that can occur when preparing the van for driving		
1.9 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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

<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>					
2.1 follow all organisational policies and procedures, in relation to preparing the van 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>						
2.2 check the vehicle and vehicle systems to ensure the van is legal and roadworthy						
2.3 carry out adjustments to the:						
<ul style="list-style-type: none"> <li>• steering wheel</li> </ul>						
<ul style="list-style-type: none"> <li>• mirrors</li> </ul>						
<ul style="list-style-type: none"> <li>• seat for optimum control, observation and comfort</li> </ul>						
2.4 check the van 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>						
2.5 check that any ancillary equipment is in working order						
2.6 demonstrate that all documentation your organisation requires is with the van						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 018

## Protect the van and the load

2 credits

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

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, in relation to protecting the van 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>• changes in condition of the load</li> </ul>		
<ul style="list-style-type: none"> <li>• theft or damage</li> </ul>		
1.2 describe how to identify damage or deterioration in the condition of the load		
1.3 explain different methods for protecting the van's load		
1.4 describe the risks associated with protecting the van and load at different locations		
1.5 explain the security checks that are required to protect the van and the load		
1.6 identify problems that can occur when protecting the van and its load		
1.7 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

## Outcome 2 Be able to protect the van 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>					
2.1 follow all organisational policies and procedures, in relation to protecting the van 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>						
2.2 carry out security checks						
2.3 demonstrate how to report any change in the condition of the load according to organisational procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



# Unit 019

# Operate and monitor the van systems

3 credits

## Outcome 1 Know how to operate and monitor the vehicle systems

<b>Assessment criteria (Knowledge ) You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, that relate to:		
• health, safety and security		
• legal requirements		
• van operating systems		
• van monitoring systems		
1.2 describe the purposes and functions of the vans instruments		
1.3 explain the vans requirements for:		
• fuel		
• additives		
• oil		
• water		
1.4 identify problems that can occur when operating and monitoring the van systems		
1.5 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## 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>					
2.1 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>• van operating systems</li> </ul>						
<ul style="list-style-type: none"> <li>• van monitoring systems</li> </ul>						
2.2 operate the vehicle controls to maintain the safety, security of yourself, the van and others						
2.3 operate fuel delivery systems correctly and safely						
2.4 demonstrate how to minimise wear and tear on the vans systems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 020

## Manoeuvre the van in restricted spaces

4 credits

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

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, in relation to manoeuvring the van, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
1.2 state the:		
• dimensions of the van		
• clearances required for the van during different activities		
• types of signals to be used when manoeuvring the van		
1.3 explain the observations required to ensure the safety of yourself and other road users		
1.4 identify suitable spaces for safe manoeuvring		
1.5 identify the types of hazard that could occur during manoeuvring		
1.6 explain the effects of inappropriate speed during manoeuvring		
1.7 identify problems that can occur when manoeuvring the van in restricted spaces		
1.8 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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

Assessment criteria (Performance )	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
2.1 follow organisational policies and procedures, in relation to manoeuvring the van, 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>						
2.2 manoeuvre the van 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>• monitoring the actions of other road users</li> </ul>						
<ul style="list-style-type: none"> <li>• ensuring there is no damage to the van or surrounding environment</li> </ul>						
<ul style="list-style-type: none"> <li>• ensuring the van is in a suitable position for the required activities</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## 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	
1.1 explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to:		
<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>monitoring requirements</li> </ul>		
1.2 explain the required information on the load to include:		
<ul style="list-style-type: none"> <li>the type of information for the load</li> </ul>		
<ul style="list-style-type: none"> <li>where the information can be found</li> </ul>		
<ul style="list-style-type: none"> <li>destination and schedule and any recent information that could affect the destination and schedule</li> </ul>		
<ul style="list-style-type: none"> <li>requirements for loading and unloading</li> </ul>		
<ul style="list-style-type: none"> <li>requirements for collections</li> </ul>		
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		
1.5 explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to:		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## 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>	Portfolio reference					
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"> <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>monitoring requirements</li> </ul>						
2.2 collect information on the load to include:						
<ul style="list-style-type: none"> <li>the details of the load</li> </ul>						
<ul style="list-style-type: none"> <li>destination and schedule</li> </ul>						
<ul style="list-style-type: none"> <li>requirements for loading and unloading</li> </ul>						
<ul style="list-style-type: none"> <li>requirements for collections and/or deliveries</li> </ul>						
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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 021

## Drive the van in a safe and fuel efficient manner on a public road

6 credits

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

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, in relation to driving the van in a fuel efficient manner, 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>		
1.2 explain the organisation's policy when driving conditions vary and result in changes to the schedule		
1.3 describe how to adapt driving styles to changes in driving conditions		
1.4 explain how to adapt driving manner to suit changes in driving conditions		
1.5 explain how the actions of other road users can affect driving manner		
1.6 explain how to:		
<ul style="list-style-type: none"><li>• position the van on the road to ensure the safety of yourself and other road users</li></ul>		
<ul style="list-style-type: none"><li>• appropriately use signals</li></ul>		
<ul style="list-style-type: none"><li>• alter speed to meet different types of road conditions and requirements</li></ul>		
<ul style="list-style-type: none"><li>• use the controls of the van to optimize fuel consumption</li></ul>		
<ul style="list-style-type: none"><li>• assess and maintain safe separation distances</li></ul>		
<ul style="list-style-type: none"><li>• assess factors affecting safe stopping distances</li></ul>		
<ul style="list-style-type: none"><li>• use the controls of the van to adjust braking under different road conditions</li></ul>		
1.7 identify types of hazard that could occur on the road		
1.8 when overtaking, identify:		
<ul style="list-style-type: none"><li>• when overtaking should and should not occur</li></ul>		
<ul style="list-style-type: none"><li>• the types of hazards involved</li></ul>		
<ul style="list-style-type: none"><li>• factors affecting the distance required to overtake other vehicles</li></ul>		

1.9 describe the effects severe braking could have on the load and roadworthiness of the van		
1.10 identify problems that can occur when driving the van, on public roads, in a safe and fuel efficient manner		
1.11 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

<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>					
2.1 follow organisational policies and procedures, in relation to driving the van and load, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
2.2 position the van and apply lane discipline to maintain the safety of yourself, other road users according to the prevailing driving conditions						
2.3 demonstrate how to drive the van 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 van and its load						
• overtaking other vans at a suitable point						
• take preventative action to avoid harm to any other road user						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



## Unit 022

## Drive the van in a safe and fuel efficient manner on a private road

4 credits

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

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, in relation to driving the van in a fuel efficient manner, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
1.2 explain the organisation's policy when driving conditions vary and result in changes to the schedule		
1.3 describe how to adapt driving styles to changes in driving conditions		
1.4 explain how to adapt driving manner to suit changes in driving conditions		
1.5 explain how the actions of other road users can affect driving manner		
1.6 explain how to:		
• position the van 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 van to optimize fuel consumption		
• assess and maintain safe separation distances		
• assess factors affecting safe stopping distances		
• use the controls of the van to adjust braking		
• under different road conditions		
1.7 identify types of hazard that could occur on the road		
1.8 when overtaking, identify:		
• when overtaking should and should not occur		
• the types of hazards involved		

<ul style="list-style-type: none"> <li>factors affecting the distance required to overtake other vehicles</li> </ul>		
1.9 describe the effects severe braking could have on the load and roadworthiness of the van		
1.10 identify problems that can occur when driving the vehicle, on private roads, in a safe and fuel efficient manner		
1.11 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

<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>					
2.1 follow organisational policies and procedures, in relation to protecting the vehicle 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>						
2.2 position the van and apply lane discipline to maintain the safety of yourself, other road users according to the prevailing driving conditions						
2.3 demonstrate how to drive the van safely and in a fuel efficient manner to include:						
<ul style="list-style-type: none"> <li>giving clear signals in good time</li> </ul>						
<ul style="list-style-type: none"> <li>driving at the appropriate speed for the driving conditions</li> </ul>						
<ul style="list-style-type: none"> <li>minimising fuel consumption and wear and tear</li> </ul>						
<ul style="list-style-type: none"> <li>applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the van and its load</li> </ul>						
<ul style="list-style-type: none"> <li>overtaking other vehicles at a suitable point</li> </ul>						
<ul style="list-style-type: none"> <li>take preventative action to avoid harm to any other road user</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 023

## Ensure the van is loaded correctly

4 credits

### Outcome 1 Know how to load the van correctly

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the van 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>		
1.2 explain the required. Information to include:		
<ul style="list-style-type: none"> <li>suitability of the van for the load</li> </ul>		
<ul style="list-style-type: none"> <li>load restrictions</li> </ul>		
<ul style="list-style-type: none"> <li>loading and delivery sequences</li> </ul>		
<ul style="list-style-type: none"> <li>how to distribute the load</li> </ul>		
<ul style="list-style-type: none"> <li>when and how to re-distribute the load</li> </ul>		
<ul style="list-style-type: none"> <li>correct securing of the load</li> </ul>		
<ul style="list-style-type: none"> <li>use of correct restraints</li> </ul>		
<ul style="list-style-type: none"> <li>why, how and where to check axle weights</li> </ul>		
1.3 identify problems that can occur when ensuring that the van is loaded correctly		
1.4 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## Outcome 2 Be able to ensure the van 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>					
2.1 follow all organisational policies and procedures, in relation to ensuring the van 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>						
2.2 communicate effectively with others						
2.3 ensure that the van and load are compatible						
2.4 ensure that the van has been loaded in the appropriate manner for the type of load and delivery sequence						
2.5 ensure that the load is secured and stabilized, for transportation						
2.6 ensure that any loose materials, restraints, and ancillary equipment are secured and stabilized for transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

# Unit 024

# Load the van correctly

5 credits

## Outcome 1 Know how to load the van correctly

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the van 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>		
<ul style="list-style-type: none"> <li>• handling methods</li> </ul>		
1.2 explain the required information to include:		
<ul style="list-style-type: none"> <li>• suitability of the van for the load</li> </ul>		
<ul style="list-style-type: none"> <li>• load restrictions</li> </ul>		
<ul style="list-style-type: none"> <li>• loading and delivery sequences</li> </ul>		
<ul style="list-style-type: none"> <li>• how to distribute the load</li> </ul>		
<ul style="list-style-type: none"> <li>• when and how to re-distribute the load</li> </ul>		
<ul style="list-style-type: none"> <li>• correct securing of the load</li> </ul>		
<ul style="list-style-type: none"> <li>• use of correct restraints</li> </ul>		
<ul style="list-style-type: none"> <li>• why, how and where to check axle weights</li> </ul>		
1.3 explain how to prepare the van for loading		
1.4 identify problems that can occur when loading the van correctly		
1.5 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## Outcome 2 Be able to load the van 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>					
2.1 follow all organisational policies and procedures, in relation to ensuring the van 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>						
2.2 communicate effectively with others						
2.3 ensure that the van and load are compatible						
2.4 ensure that the van is ready to receive the load						
2.5 ensure the loading area is suitable and safe						
2.6 manoeuvre the van into a suitable position for loading						
2.7 load the van in the appropriate manner, using the correct handling methods, for the type of load and delivery sequence						
2.8 secure the load with the correct restraints						
2.9 secure any loose materials, restraints, and ancillary equipment so that they cannot shift or come loose during transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 025

## Ensure the van is unloaded correctly

3 credits

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

Assessment criteria (Knowledge ) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the van is unloaded correctly, that relate to:		
• health, safety and security		
• personal protective clothing		
• legal requirements		
• operating requirements		
• monitoring requirements		
1.2 explain the required information to include:		
• the person responsible for receiving the load		
• how the van 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		
1.3 explain how to prepare the van for unloading		
1.4 identify problems that can occur when ensuring that the van is unloaded correctly		
1.5 explain the appropriate action to take in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## Outcome 2 Be able to ensure that the van is unloaded 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>					
2.1 follow all organisational policies and procedures, in relation to ensuring the van 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>						
2.2 communicate effectively with others						
2.3 identify the person responsible for receiving the load						
2.4 ensure the unloading is properly planned						
2.5 ensure that the part of the load to be unloaded is correctly identified						
2.6 ensure the correct proof of delivery procedures are completed						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



# Unit 026

# Unload the van correctly

3 credits

## Outcome 1 Know how to unload the van correctly

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the van 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 clothing</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>		
<ul style="list-style-type: none"> <li>• handling methods</li> </ul>		
1.2 explain the required information to include:		
<ul style="list-style-type: none"> <li>• the person responsible for receiving the load</li> </ul>		
<ul style="list-style-type: none"> <li>• how the van should be prepared for unloading and delivery</li> </ul>		
<ul style="list-style-type: none"> <li>• when and how to redistribute the load</li> </ul>		
<ul style="list-style-type: none"> <li>• the appropriate equipment for moving the load</li> </ul>		
<ul style="list-style-type: none"> <li>• proof of delivery procedures or systems</li> </ul>		
1.3 explain how to prepare the van for unloading		
1.4 identify problems that can occur when unloading the van correctly		
1.5 explain the appropriate action to take in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## Outcome 2 Be able to unload the van correctly

<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					
2.1 follow all organisational policies and procedures, in relation to ensuring the van 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>						
2.2 communicate effectively with others						
2.3 identify the person responsible for receiving the load						
2.4 manoeuvre the van into a safe and suitable position for unloading						
2.5 prepare the van correctly for unloading						
2.6 demonstrate how to properly plan for unloading the van						
2.7 correctly identify the part of the load to be unloaded						
2.8 use the correct handling method to move the load						
2.9 follow the correct proof of delivery procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## 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	
1.1 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		
1.2 explain how to use route planning resources		
1.3 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		
1.4 describe the implications for the vehicle and load on the selection of particular routes		
1.5 identify problems that can occur when planning the route and timings for the collection and delivery of goods		
1.6 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

## 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>	<b>Portfolio reference</b>					
2.1 follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to:						
<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>						
2.2 collect all relevant information on the:						
<ul style="list-style-type: none"> <li>destination</li> </ul>						
<ul style="list-style-type: none"> <li>route</li> </ul>						
<ul style="list-style-type: none"> <li>schedule</li> </ul>						
<ul style="list-style-type: none"> <li>driving distances</li> </ul>						
<ul style="list-style-type: none"> <li>times</li> </ul>						
<ul style="list-style-type: none"> <li>vehicle</li> </ul>						
<ul style="list-style-type: none"> <li>load</li> </ul>						
<ul style="list-style-type: none"> <li>restrictions</li> </ul>						
<ul style="list-style-type: none"> <li>facilities at stopping points</li> </ul>						
2.3 use relevant route planning resources						
2.4 identify the major and minor roads for reaching the destination						
2.5 plan alternative routes to ensure effective use of driving time						
2.6 estimate driving distances and time required to achieve schedule						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## 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

<b>Assessment criteria (Knowledge )</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
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:		
• health, safety and security		
• personal protective equipment		
• your work role		
• 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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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

<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>					
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"> <li>health, safety and security</li> </ul>						
<ul style="list-style-type: none"> <li>personal protective clothing</li> </ul>						
<ul style="list-style-type: none"> <li>own work role</li> </ul>						
<ul style="list-style-type: none"> <li>quality standards</li> </ul>						
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"> <li>personal appearance and hygiene</li> </ul>						
<ul style="list-style-type: none"> <li>equipment</li> </ul>						
<ul style="list-style-type: none"> <li>work area are maintained in accordance with organisational requirements</li> </ul>						
2.6 identify own learning needs from feedback obtained from appropriate people						
2.7 agree a learning plan that is realistic, with an appropriate person						
2.8 promptly action requests from others that fall within own responsibility						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## 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

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1.1 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		
1.2 describe different types of customers in relation to own organisation		
1.3 describe the importance of:		
• promoting the organisation's image positively		
• effective communication		
• good customer service		
1.4 identify the services available to customers in own organisation		
1.5 describe the implications of:		
• a negative image on your organisation		
• poor communication		
• poor customer service		
1.6 describe:		
• own role in dealing with customer complaints, and		
• the limits of your responsibility		

1.7 identify who to report to when you are unable to deal with a customer enquiry or request		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

## 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					
2.1 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						
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						
	Type of evidence →					
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



## 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>	
1.1 explain the relevant organisational policies and procedures, in relation to payments, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
1.2 explain the required information on:		
• the collection of payments		
• methods for carrying payments		
1.3 identify problems that can occur when dealing with payment transactions		
1.4 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

## Outcome 2 Be able to deal with payment transactions

<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>					
2.1 follow all organisational policies and procedures, in relation to payments, 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>						
2.2 obtain all relevant documentation required for the payment						
2.3 confirm the goods for which payment is required, the amount involved, and the payment method						
2.4 ensure there is adequate provision for collecting and carrying payments in a safe and secure manner						
2.5 collect the payments on delivery of goods and confirm the amount received is correct						
2.6 record and issue a receipt for the payment						
2.7 secure payments in a designated place, in accordance with organisational operating procedures						
2.8 reconcile payments received with the documentation and payments collected						
2.9 deposit completed documentation and payments with relevant person or to the relevant place						
2.10 record and report any discrepancies promptly to relevant person(s)						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

# 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.

**City & Guilds**  
Believe you can



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

## 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

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