

# Level 3 Diploma in Gas Utilisation (Leading to Gas Safe Registration) (6014-03)

## Candidate logbook

Qualification title	QAN
Level 3 Diploma for Gas Emergency First Call Operative	600/0897/0
Level 3 Diploma in Gas Utilisation Metering 2.5 – 16cu/m	600/0896/9
Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure and Domestic Space Heating	600/0899/4
Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating	600/0905/6
Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air	600/0908/1
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating	600/0910/X
Level 3 Diploma in Gas Utilisation Installation: Water Heating and Wet Central Heating	600/0919/6
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating	600/0920/2
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating and Domestic Warm Air	600/0921/4
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers and Leisure	600/0922/6
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Space Heating	600/0923/8
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Warm Air	600/0924/X
Level 3 Diploma in Gas Utilisation Installation and Maintenance: Water Heating and Wet Central Heating	600/0918/4
Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating	600/0917/2
Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating	600/0916/0
Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air	600/0915/9
Level 3 Diploma in Gas Utilisation Maintenance: Water Heating and Wet Central Heating	600/0914/7
Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Limited Wet Central Heating and Domestic Warm Air	600/2661/3

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# Contents

<b>1</b>	<b>About your logbook</b>	<b>5</b>
1.1	Contact details	5
1.2	Introduction to the logbook	6
<b>2</b>	<b>About your approved centre</b>	<b>7</b>
<b>3</b>	<b>About candidates</b>	<b>9</b>
<b>4</b>	<b>Before you start your qualification</b>	<b>10</b>
<b>5</b>	<b>The assessment process</b>	<b>11</b>
5.1	Qualification assessment	11
5.2	Units included in Gas Utilisation pathways	12
<b>6</b>	<b>Using your logbook</b>	<b>14</b>
<b>7</b>	<b>Overall unit sign-off forms</b>	<b>15</b>
7.1	Level 3 Diploma for Gas Emergency First Call Operative	15
7.2	Level 3 Diploma in Gas Utilisation Metering 2.5 – 16cu/m	17
7.3	Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure and Domestic Space Heating	19
7.4	Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating	21
7.5	Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air	23
7.6	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating	25
7.7	Level 3 Diploma in Gas Utilisation Installation: Water Heating and Wet Central Heating	27
7.8	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating	29
7.9	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating and Domestic Warm Air	31
7.10	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers and Leisure	33
7.11	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Space Heating	35
7.12	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Warm Air	37
7.13	Level 3 Diploma in Gas Utilisation Installation and Maintenance: Water Heating and Wet Central Heating	39
7.14	Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating	41

7.15	Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating	43
7.16	Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air	45
7.17	Level 3 Diploma in Gas Utilisation Maintenance: Water Heating and Wet Central Heating	47
7.18	Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Limited Wet Central Heating and Domestic Warm Air	49
<b>On-site Assessment Plan / Feedback</b>		<b>51</b>
<b>On-site Observation Report</b>		<b>52</b>
<b>Assessor continuation form</b>		<b>53</b>
<b>Oral questioning form</b>		<b>54</b>
<b>Photographic evidence form</b>		<b>55</b>
<b>Workplace Recorder Details</b>		<b>56</b>
<b>Signature Sheet</b>		<b>57</b>
<b>Appendix 1 Summary of City &amp; Guilds assessment Policies</b>		<b>58</b>

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
Version 1.1 July 2012	Amend Unit 326 title from: Install, commission, service and maintain domestic plumbing and heating systems to: Install, commission, service and maintain domestic heating systems	Throughout document
Version 1.1 July 2012	Include additional information in 'Assessment Methodology' column for units 201, 202, 301-305, 306-308 and 309-322	Section 5.2 Units included in Gas Utilisation pathways.

# 1 About your logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</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 logbook

## 1.2 Introduction to the logbook

This logbook will help you complete your qualification. It contains

- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about your qualification
- what you need to do to complete your qualification
- who will help you.

### **About City & Guilds**

City & Guilds is your awarding body for this qualification. 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 About your approved centre

### Types of approved centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

### Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.
- centres are also responsible for supporting you as you work towards your NVQ, centres will
- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the assessment process works
- produce an assessment plan for you.

### Assessment roles

The following people at your centre will help you achieve your qualification.

#### The assessor

The assessor is the person you will have the most contact with as you work towards your qualification. Your assessor will

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

You may have more than one assessor depending on which units of the qualification you take.

**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.

**The mentor**

A mentor is someone in your workplace who can help and support you as you are working towards your qualification but does not carry out assessments. They may be able to provide you with witness testimony for your qualification.

**Witness**

Witnesses do not judge your overall competence but may provide you with statements about your performance which can be used as evidence of your work.



## 3 About candidates

### Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with Health and Safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

### Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

### Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

## 4 Before you start your qualification

### Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

### Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your qualification. This process is sometimes called a Skill scan. There is a skill scan form in this logbook you can use to record the skills you may already have.

## 5 The assessment process

### 5.1 Qualification assessment

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

Your centre will explain the different types of evidence to you in more detail. There is an assessment plan form you can use in this logbook.

## 5.2 Units included in Gas Utilisation pathways

The table below shows all units included in the Gas Utilisation pathways (6014-03 and 6014-04). It indicates the assessment methodology for each unit. This logbook **only refers** to units assessed by performance in the workplace (marked with an \*).

(ISA = Independent summative assessment).

City & Guilds unit	Title	Assessment methodology
201*	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations	Portfolio/ISA /question paper
202*	Install gas meters and regulators (2.5 to 16.0m <sup>3</sup> /hr)	Portfolio/ISA /question paper
203/003	Understand and apply domestic cold water system installation and maintenance techniques	Assignment / On-line multiple choice
204/004	Understand and apply domestic hot water system installation and maintenance techniques	Assignment / On-line multiple choice
205/005	Understand and apply domestic central heating system installation and maintenance techniques	Assignment / On-line multiple choice
206*	Install and maintain domestic heating systems	Portfolio
301	Understanding health and safety in gas utilisation	Question papers/ISA
302	Understanding scientific principles in gas utilisation	Question papers/ISA
303	Understanding combustion and properties of gas	Question papers/ISA
304	Understanding buildings, services and structures	Question papers/ISA
305	Understanding gas safety	Question papers/ISA
306	Specific core metering	Question paper/ISA
307	Specific core emergency	Question paper/ISA
308	Specific core installation and maintenance	Question paper/ISA
309*	Install domestic gas cookers, tumble dryers and leisure appliances	Portfolio/ISA /question paper
310*	Maintain domestic gas cookers, tumble dryers and leisure appliances	Portfolio/ISA /question paper
311*	Install domestic gas water heaters and wet central heating appliances	Portfolio/ISA /question paper

<b>City &amp; Guilds unit</b>	<b>Title</b>	<b>Assessment methodology</b>
312*	Maintain gas water heating and wet central heating appliances	Portfolio/ISA /question paper
313*	Install, commission and de-commission gas pipework up to 35mm (1 ¼ ) diameter in domestic and small commercial premises	Portfolio/ISA /question paper
314*	Install domestic gas space heating appliances	Portfolio/ISA /question paper
315*	Maintain domestic gas space heating appliances	Portfolio/ISA /question paper
316*	Install domestic gas warm air central heating appliances	Portfolio/ISA /question paper
317*	Maintain gas warm air central heating systems and appliances	Portfolio/ISA /question paper
318*	Install gas meters and regulators (2.5 to 1076m <sup>3</sup> /hr)	Portfolio/ISA /question paper
319*	Dealing with reported upstream gas emergencies	Portfolio/ISA /question paper
320*	Dealing with reported downstream gas emergencies	Portfolio/ISA /question paper
321*	Strength testing, gas tightness testing and direct purging – IGE/UP/1A	Portfolio/ISA /question paper
322*	Water compulsory core unit	Portfolio/ISA /question paper
323/023	Understand and apply domestic cold water system installation, commissioning, service and maintenance techniques	Assignment / On-line multiple choice
324/024	Understand and apply domestic hot water system installation, commissioning, service and maintenance techniques	Assignment / On-line multiple choice
325/025	Understand and apply domestic central heating system installation, commissioning, service and maintenance techniques	Assignment / On-line multiple choice
326*	Install, commission, service and maintain domestic heating systems	Portfolio
327/027	Understand and carry out electrical work on domestic plumbing and heating systems and components	Assignment / On-line multiple choice

## 6 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.

### Units

These units are uploaded individually onto the City & Guilds website. Please download these and insert them into your portfolio separately.

### Overall unit sign-off forms

This form is used to show which units you have chosen and how many units you have completed. When you have completed all of the units, in addition to those units assessed by question papers, multiple choice tests and assignments, you and your assessor will sign this.

### Additional supplementary evidence forms

#### On-site assessment plan/feedback

You and your assessor will use this form to feedback after each session. It will also enable you and your assessor to plan what actions need to be done before the next session.

#### On-site observation report

Your assessor will complete during observation. You will both sign this as a true record.

#### Oral questioning form

This form is to be used when recording any oral questions that were asked to the learner either by a witness or an assessor when carrying out a particular task.

#### Photographic evidence form

This form is to be used when using photographs as evidence. Learners are required to complete a brief description of the task being carried out in the photograph.

#### Workplace recorder details / Signature details

This is used to record the details of staff that will provide you with witness testimony.

**Please photocopy these forms as required.**

## 7 Overall unit sign-off forms

### 7.1 Level 3 Diploma for Gas Emergency First Call Operative

The following units are included in the rules of combination for the **Level 3 Diploma for Gas Emergency First Call Operative**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
202	Install gas meters and regulators (2.5 to 16.0m <sup>3</sup> /hr)			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
318	Install gas meters and regulators (2.5 to 1076m <sup>3</sup> /hr)			
319	Dealing with reported upstream gas emergencies			
320	Dealing with reported downstream gas emergencies			
321	Strength testing, gas tightness testing and direct purging – IGE/UP/1A			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	



## 7.2 Level 3 Diploma in Gas Utilisation Metering 2.5 – 16cu/m

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Metering 2.5 – 16cu/m**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
202	Install gas meters and regulators (2.5 to 16.0m <sup>3</sup> /hr)			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.3 Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure and Domestic Space Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure and Domestic Space Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.4 Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
311	Install domestic gas water heaters and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.5 Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
311	Install domestic gas water heaters and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			
316	Install domestic gas warm air central heating systems and appliances			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	



## 7.6 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			
315	Maintain domestic gas space heating appliances			

## Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.7 Level 3 Diploma in Gas Utilisation Installation: Water Heating and Wet Central Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation: Water Heating and Wet Central Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
311	Install domestic gas water heaters and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.8 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
311	Install domestic gas water heaters and wet central heating appliances			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			
315	Maintain domestic gas space heating appliances			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.9 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating and Domestic Warm Air

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating and Domestic Warm Air**.

Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
311	Install domestic gas water heaters and wet central heating appliances			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			
315	Maintain domestic gas space heating appliances			
316	Install domestic gas warm air central heating systems and appliances			
317	Maintain gas warm air central heating systems and appliances			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	



## 7.10 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers and Leisure

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers and Leisure**.

Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
309	Install domestic gas cookers, tumble dryers and leisure appliances			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.11 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Space Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Space Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
314	Install domestic gas space heating appliances			
315	Maintain domestic gas space heating appliances			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.12 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Warm Air

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Domestic Warm Air**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
316	Install domestic gas warm air central heating systems			
317	Maintain gas warm air central heating systems and appliances			

## Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.13 Level 3 Diploma in Gas Utilisation Installation and Maintenance: Water Heating and Wet Central Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Installation and Maintenance: Water Heating and Wet Central Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
311	Install domestic gas water heaters and wet central heating appliances			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	



## 7.14 Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
315	Maintain domestic gas space heating appliances			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.15 Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
315	Maintain domestic gas space heating appliances			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.16 Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Wet Central Heating and Domestic Warm Air**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
315	Maintain domestic gas space heating appliances			
317	Maintain gas warm air central heating systems and appliances			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

## 7.17 Level 3 Diploma in Gas Utilisation Maintenance: Water Heating and Wet Central Heating

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Maintenance: Water Heating and Wet Central Heating**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

City & Guilds unit	Unit title	Unit Achieved Yes/No	Assessor Initials	Date
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
206	Install and maintain domestic heating systems			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
322	Water compulsory core unit			
326	Install, commission, service and maintain domestic heating systems			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	



## 7.18 Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Limited Wet Central Heating and Domestic Warm Air

The following units are included in the rules of combination for the **Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating, Limited Wet Central Heating and Domestic Warm Air**. Learners must achieve these portfolio units to contribute towards achievement of the overall qualification.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Unit Achieved Yes/No</b>	<b>Assessor Initials</b>	<b>Date</b>
201	Tightness test, purge, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in small natural gas installations			
310	Maintain domestic gas cookers, tumble dryers and leisure appliances			
312	Maintain gas water heating and wet central heating appliances			
313	Install, commission and de-commission gas pipework up to 35mm (1 ¼) diameter in domestic and small commercial premises			
315	Maintain domestic gas space heating appliances			
317	Maintain gas warm air central heating systems and appliances			
322	Water compulsory core unit			

# Declaration

I confirm that the evidence supplied for the above selected units is authentic and a true representation of my own work. The work logged 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 the selected units 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>	

# On-site Assessment Plan / Feedback

<b>Evidence Reference:</b>	
----------------------------	--

Qualification:  
Level:

Qualification number:

Candidate name:  
Assessor name:

Date:

<b>Candidate prepared for assessment (Provide details below)</b>	<b>Yes / No</b>	<b>Candidate requires support</b>	<b>Yes / No</b>
Candidate briefed on appeals procedure	Yes / No	Support required	

## Assessment Location / Address and postcode:

Type of work to be carried out:

Assessor Feedback:  
(Use Assessor continuation sheet if required)

Forward Planning:

<b>Candidate Signature:</b>		
Assessor Signature:		Date:
IV/IQA Name:	IV/IQA Signature:	Date:

# On-site Observation Report

<b>Evidence Reference:</b>	
----------------------------	--

Qualification:  
Level:

Qualification number:

Candidate name:  
Assessor name:

Date:

**Candidate prepared for assessment (Provide details below)**      **Yes / No**      **Candidate requires support**      **Yes / No**

Candidate briefed on appeals procedure	Yes / No	Support required	
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**Assessment Location / Address and postcode:**

**Assessor observation:**

(Use Assessor continuation sheet if required)

<b>Outcome/ Criteria</b>

<b>Candidate Signature:</b>		
Assessor Signature:		Date:
IV/IQA Name:	IV/IQA Signature:	Date:





# Photographic evidence form

<b>Evidence Reference:</b>	
----------------------------	--

Scheme / Award:

Scheme Number:

Level:

Candidate Name:

Unit Number:

**(Attach Photo in this Box)**

**Brief description of task being carried out in the photograph (to be completed by candidate):**

Location of photograph:

<b>Candidate Signature:</b>		
Assessor Signature:		Date:
IV/IQA Name:	IV/IQA Signature:	Date:

## Workplace Recorder Details

I confirm I am suitably experienced or qualified in line with the industry requirements to act as a witness for this learner. I acknowledge that I will only counter sign documentation requested by the learner where to my knowledge only the learner has completed the work and on the understanding that the work has been carried out to the acceptable standard.

<b>Workplace Recorder Name:</b>	
Workplace Recorder Signature:	Date:

I confirm I am suitably experienced or qualified in line with the industry requirements to act as a witness for this learner. I acknowledge that I will only counter sign documentation requested by the learner where to my knowledge only the learner has completed the work and on the understanding that the work has been carried out to the acceptable standard.

<b>Workplace Recorder Name:</b>	
Workplace Recorder Signature:	Date:

I confirm I am suitably experienced or qualified in line with the industry requirements to act as a witness for this learner. I acknowledge that I will only counter sign documentation requested by the learner where to my knowledge only the learner has completed the work and on the understanding that the work has been carried out to the acceptable standard.

<b>Workplace Recorder Name:</b>	
Workplace Recorder Signature:	Date:



# Signature Sheet

Anyone who witnesses and signs a piece of the candidate's evidence must provide a specimen signature in the table below.

Witnesses relationship to candidate eg supervisor, customer, lecturer, assessor	Name	Signature	Date

# Appendix 1      Summary of City & Guilds assessment Policies

## Health and Safety

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

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

## 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 NVQs 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 NVQ allows for this. This must be agreed before you start your NVQ.

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)**

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### Centres

Exam entries, Registrations/enrolment, Certificates, 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)**

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### 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)**

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### 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)**

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, 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)**

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

**E: [business\\_unit@cityandguilds.com](mailto:business_unit@cityandguilds.com)**

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### 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)**

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

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**and training**