

Level 3 NVQ Certificate in Occupational Health and Safety (3654-03)

July 2011 Version 1.0

May 2012 Version 1.1



Qualification at a glance

Subject area	Occupational Health and Safety
City & Guilds number	3654-03
Age group approved	16-19
Entry requirements	n/a
Assessment	Pass/Fail
Fast track	Not available; automatic approval applies in some cases
Support materials	Centre handbook Generic recording forms
Registration and certification	For last dates see the online catalogue/Walled Garden

Title and level	City & Guilds number	Accreditation number
Level 3 NVQ Certificate in Occupational Health and Safety	3654-03	600/1070/8

Version and date	Change detail	Section
1.1 May 2012	Amend numbering unit 304	Units



Contents

1	Introduction	4
	Structure	4
2	Centre requirements	6
	Approval	6
	Resource requirements	6
	Candidate entry requirements	7
3	Delivering the qualification	8
	Initial assessment and induction	8
	Support materials	8
	Recording documents	8
4	Assessment	9
	Assessment of the qualification	9
	Assessment strategy	9
5	Units	11
Unit 301	Ensure responsibility for actions to reduce risks to health and safety	12
Unit 302	Develop procedures to safely control work operations	15
Unit 303	Monitor procedures to safely control work operations	19
Unit 304	Promote a culture of health and safety in the workplace	22
Unit 305	Conduct a health and safety risk assessment of the workplace	26
Unit 306	Investigate and evaluate health and safety incidents and complaints in the workplace	31
Unit 307	Make sure actions in the workplace aim to protect the environment	34
Unit 308	Review health and safety procedures in the workplace	37
Unit 309	Supervise the health, safety and welfare of a learner in the workplace	40
Appendix 1	Relationships to other qualifications	44
Appendix 2	Sources of general information	45



1 Introduction

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

Area	Description
Who is the qualification for?	For candidates who wish to develop their skills and knowledge in the application of occupational health and safety good practice within the workplace
What does the qualification cover?	It allows candidates to learn, develop and practise the skills required for employment and/or career progression the health and safety sector.
Who did we develop the qualification with?	This qualification was developed in association with Proskills UK and other awarding organisations.
What opportunities for progression are there?	It allows candidates to progress into employment, specialist IOSH qualifications, higher education or to the following City & Guilds qualifications: <ul style="list-style-type: none"> • Level 5 NVQ in Management of Health and Safety • Level 5 NVQ in Occupational Health and Safety Practice • ILM management NVQs

Structure

To achieve the **Level 3 NVQ Certificate in Occupational Health and Safety**, learners must achieve a total of **31** credits. Learners will need to obtain a total of **23** credits from the mandatory units (301-305) and a minimum of **8** credits from the optional units (306-309)

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
T/602/1912	301	Ensure responsibility for actions to reduce risks to health and safety	4
L/601/6408	302	Develop procedures to safely control work operations	4
F/601/9354	303	Monitor procedures to safely control work operations	5
F/601/6633	304	Promote a culture of health and safety in the workplace	4
H/601/6687	305	Conduct a health and safety risk assessment of the workplace	6

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Optional			
F/601/6664	306	Investigate and evaluate health and safety incidents and complaints in the workplace	5
J/601/6701	307	Make sure actions in the workplace aim to protect the environment	4
M/601/6837	308	Review health and safety procedures in the workplace	4
Y/601/6847	309	Supervise the health, safety and welfare of a learner in the workplace	4



2 Centre requirements

Approval

If your Centre is approved to offer the qualification Level 4 NVQ in Occupational Health and Safety Practice (3644-40) you will have automatic approval for the new Level 5 NVQ Diploma in Occupational Health and Safety Practice.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information. Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They must:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have credible experience of providing training.

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

Assessors and internal verifiers

Staff assessing or verifying this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They must:

- have verifiable and relevant current industry experience and competence in the specific area they will be assessing at, or above the level being assessed and evidence the quality of the occupational experience to ensure the credibility of the assessment judgements. Assessors' and verifiers' experience and competence could be evidenced by:
 - curriculum vitae and references
 - possession of a relevant health and safety qualification
 - appropriate membership of a relevant professional institution
 - continuing professional development (CPD).
- only assess or verify in their acknowledged area of professional competence

- have appropriate knowledge and understanding of the current National Occupational Standards
- actively engage in relevant professional development
- meet the required criteria in the qualification's regulators current regulation documentation.

Centre staff should hold, or be working towards, the relevant Assessor/Verifier (A/V) units for their role in delivering, assessing and verifying this qualification.

Continuing professional development (CPD)

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

Candidate entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates aged under 19 years.



3 Delivering the qualification

Initial assessment and induction

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

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

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

Support materials

The following resources are available for this qualification:

Description	How to access
Promotional materials – will be available soon	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

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

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.



4 Assessment

Assessment of the qualification

Candidates must:

- have a completed portfolio of evidence covering the assessment criteria for all units

Time constraints

The following must be applied to the assessment of this qualification:

- Candidates must finish their assessment within their registration period.

Assessment strategy

This qualification requires that all assessment of the candidate's performance must take place within the workplace and that observation should be of naturally occurring practice within the candidate's work role. This will include the demonstration of the application of knowledge. Simulation is **not** allowed.

City & Guilds in partnership with ProSkills and other awarding organisations have identified the following main assessment methods which are suitable for this qualification:

- direct observation of practice by a qualified assessor or by the expert witness for occupational specific units
- examining the evidence by an assessor
- questioning the candidate or witness by an assessor

In some situations, the assessor can conduct a professional discussion with the candidate to provide evidence of the candidate's performance and knowledge.

Evidence can:

- reflect how the candidate carried out the process
- be the product of a candidate's work
- be a product relating to the candidate's competence.

For example, the process that the candidate carries out could be recorded in an observation or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the qualification.

The product of a candidate's work could be:

- risk assessments carried out by the candidate
- health and safety training devised and/or delivered by the candidate

- results of health and safety inspections conducted by the candidate
- results and findings of accident investigations carried out by the candidate.

These are examples of what a candidate may present; however, it is not a definitive list. The examples are not exhaustive.



5 Units

Availability of units

The following units can also be obtained from The Register of Regulated Qualification www.register.ofqual.gov.uk

Structure of units

These units each have the following:

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

Unit 301

Ensure responsibility for actions to reduce risks to health and safety

UAN:	T/602/1912
Level:	Level 3
Credit value:	4
GLH:	18
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide candidates with the knowledge/understanding/skills to understand their health and safety responsibilities in the workplace.

Learning outcome	The learner will:
	1. Be able to identify the hazards and evaluate the risks in the workplace
Assessment criteria	
	The learner can: 1.1 Identify workplace instructions that are relevant to them and their job role. 1.2 Identify working practices and hazards in the workplace that could be harmful. 1.3 Evaluate the hazards and prioritise in risk order. 1.4 Report hazards to the responsible person

Learning outcome	The learner will:
	2. Be able to reduce the risks to health and safety in the workplace.
Assessment criteria	
	The learner can: 2.1 Perform work activities at own level of competence in accordance with identified health and safety: <ul style="list-style-type: none">• workplace policies• instructions and procedures,• suppliers and manufacturers' information and• relevant legal requirements. 2.2 Manage hazards in accordance with workplace instructions and legal requirements. 2.3 Report any differences between workplace instructions and supplier/manufacturer instructions.

Learning outcome	The learner will:
3. Know how to reduce risks to health and safety in the workplace.	
Assessment criteria	
The learner can:	
3.1 Explain their responsibility in remaining alert to hazards and risks.	
3.2 Describe own responsibilities and scope for action in controlling risk.	
3.3 Explain the importance of adhering to health and safety policies and practices.	
3.4 Describe where and when to get additional health and safety assistance.	
3.5 Describe the importance of personal presentation and behaviour in maintaining health and safety in the workplace.	

Unit 301 Ensure responsibility for actions to reduce risks to health and safety

Supporting information

Guidance

- The learner will have defined responsibilities for health and safety in their job role. Demonstrate they can research workplace instructions and legislation to enable them to identify anything harmful in the workplace including those not normally visible.
- Identification can be by observation, interview or methods agreed with the responsible person.
- Learners will take into account costs, timescale for implementation
- Describe the method of reporting to be adopted, aiming to reduce risk to everyone. Include environmental factors.

Unit 302

Develop procedures to safely control work operations

UAN:	L/601/6408
Level:	Level 3
Credit value:	4
GLH:	26
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide candidates with the knowledge/understanding/ skills to prepare procedures to ensure that all reasonably practical precautions have been taken against risks to health and safety in the workplace.

Learning outcome	The learner will:
	1. Be able to develop procedures for maintaining a healthy and safe workplace.
Assessment criteria	
	The learner can: 1.1 identify existing health and safety procedures. 1.2 agree realistic objectives for maintaining a healthy and safe workplace for everyone. 1.3 develop health and safety procedures which: <ul style="list-style-type: none">• are based on risk assessment and consultation• meet legal requirements• are appropriate to the type of work carried out and to the workplace• identify individuals to whom people must report incidents and health and safety risks, and who they can go to for first aid. 1.4 develop a health and safety training plan that meets the needs of: <ul style="list-style-type: none">• the workplace• the people in the workplace• legal requirements 1.5 disseminate the health and safety training plan to people in thw workplace

Learning outcome	The learner will:
2. Be able to review the effectiveness of health and safety procedures in the workplace.	
Assessment criteria	
The learner can:	
2.1 identify changes in the workplace and legal requirements to current health and safety procedures.	
2.2 provide other people with opportunities to give feedback about current health and safety procedures.	
2.3 review all relevant health and safety reports and data to identify any opportunities to improve workplace health and safety procedures.	
2.4 identify and obtain feedback and advice from reliable sources of expertise.	
2.5 record accurately:	
<ul style="list-style-type: none"> • the details of any review carried out • how the review meets legal responsibilities • how the review is in accordance with workplace instructions. 	

Learning outcome	The learner will:
3. Be able to communicate health and safety procedures to others in the workplace.	
Assessment criteria	
The learner can:	
3.1 report the results of own review to the relevant people.	
3.2 alert everyone in the workplace, promptly, to the revised health and safety procedures.	
3.3 set effective measures for monitoring the revised health and safety procedures.	

Learning outcome	The learner will:
4. Know the legal responsibilities for health and safety.	
Assessment criteria	
The learner can:	
4.1 identify responsibilities for health and safety as required by:	
<ul style="list-style-type: none"> • current legislations • legislation covering own job role • the particular health and safety risks present in own job role and the precautions to be taken • the specific organisational health and safety instructions for own job role. 	
4.2 explain the importance of:	
<ul style="list-style-type: none"> • remaining alert to hazards in the workplace. • dealing with and promptly reporting risks. • knowing the hazards that exist in the workplace. • knowing the different types of working practices present in the workplace. 	
4.3 explain own awareness of others in the workplace to include:	

- the roles and responsibilities of others in the workplace.
- commonly used working practices.
- channels of communication and consultation in the workplace.

4.4 explain the need for health and safety information in the workplace:

- describe the instructions that may be required about health and safety in the workplace.
- where to find the health and safety information that may be available in the workplace.
- how to prepare and write specific instructions and procedures.
- measures to check the different types of health and safety procedures.

4.5 explain ways of conducting an effective review procedure.

Unit 302 Develop procedures to safely control work operations

Supporting information

Guidance

- Learners will have responsibility for health and safety defined in their job role and will have recourse to guidance about health and safety either in house or externally. Learners will need to satisfy the assessor that they can provide evidence of them being able to research all available information to inform the process and advise improvements based on consultation and risk assessment. It will meet legal requirements and be appropriate to the work undertaken by individuals and the workplace.
- Explain the existing methodology of recording and collating data to inform the incident reporting process and check the effectiveness make changes as identified, provide the opportunity to those in the workplace to feed back on irregularities. Advise on how implementation of plans will be addressed.
- Learners must be able to explain why change is needed in a way that all in the workplace can understand and the rationale for it. Devise the procedures and provide opportunities

Unit 303

Monitor procedures to safely control work operations

UAN:	Y/601/5875
Level:	Level 3
Credit value:	5
GLH:	35
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	<p>This unit is about making sure that statutory and workplace instructions are being carried out. It describes the competences required to make sure that:</p> <ul style="list-style-type: none">• health and safety procedures are being followed within work areas• appropriate action is undertaken to control workplace hazards

Learning outcome	The learner will:
	1. Be able to check that health and safety instructions are followed.
Assessment criteria	
The learner can:	
1.1 keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources.	
1.2 conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions.	
1.3 confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met.	
1.4 communicate workplace instructions and receive feedback.	

Learning outcome	The learner will:
	2. Be able to recommend changes to health and safety workplace instructions
Assessment criteria	
The learner can:	
2.1 respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements	
2.2 make recommendations for any changes to health and safety workplace instructions to the responsible people.	

Learning outcome	The learner will:
3. Be able to make sure that hazards and risks are controlled safely and effectively	
Assessment criteria	
The learner can:	
3.1 maintain accurate records of workplace risks.	
3.2 check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them.	
3.3 confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety.	
3.4 review to make sure all recommended action has been taken.	
3.5 report any conflicts that still exist between workplace and legal requirements.	

Learning outcome	The learner will:
4. Know how to monitor procedures to safely control work operations	
Assessment criteria	
The learner can:	
4.1 explain employers' and employees' legal responsibilities for health and safety in the workplace.	
4.2 explain the difference between 'hazard', 'risk' and 'control'.	
4.3 describe the types of information available from reports and records covering the workplace.	
4.4 explain the importance of evaluating information from reports and records covering the workplace.	

Unit 303 Monitor procedures to safely control work operations

Supporting information

Guidance

- The learner will research current health and safety regulations and workplace instructions, within the limits of their job role.
- Devise or adapt existing procedure and documentation to determine areas for monitoring, records to be kept and arrangements for reporting findings.
- Learners may prepare a written plan, discussed it with the responsible people, made changes identified and subsequently conducted the monitoring.
- Evidence may be by learner produced documentation or adapted from that imposed by the organisation. Need to demonstrate they can effectively communicate with people of all levels in the organisation.
- Obtain feedback to confirm instructions are communicated and feedback received, and deal with any breaches of health and safety instructions. Recommend changes to the responsible person that effectively ensures compliance with legislation and instructions.
- Learner will be aware of the relevant sections in the health and safety at work act that specify action to be taken against breaches.
- Record and report any differences that may exist between workplace legal requirements and workplace instructions to the responsible person and recommend action to rectify.
- Report any differences that may exist between workplace legal requirements and workplace instructions to the responsible person for consideration.
- Following the monitor make records. Compile a report to be presented to responsible person. When actions are complete make arrangements for secure retention of findings to inform future monitoring activity.
- Reports to be made to the responsible person recommending remedial action.
- Ensure they know the employers' and employees' legal responsibilities for health and safety and their own as defined in their job role. Recognise the limits in the scope of their job recognising their own level of competence and which areas of the workplace they are responsible for.
- Know the particular hazards in the workplace and working practices, the subsequent risks and control strategy, and why everyone should be alert to the presence of hazards in the workplace.
- The learner needs to be able to explain that to monitor procedures in the workplace they have researched what needs to be checked, legal requirements and workplace instructions applicable and job roles. They should know what risk assessments have been carried out, the findings resulting and if they are being followed. They will compile a report with recommendations and report to the person responsible for the workplace and follow up to ensure that action has been taken and relevant information communicated as appropriate.

Unit 304

Promote a culture of health and safety in the workplace

UAN:	F/601/6633
Level:	Level 3
Credit value:	4
GLH:	18
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide candidates with the knowledge/understanding/ skills to take responsibility for promoting and encouraging others to be aware of and have the opportunity for an involvement in developing a positive health and safety culture in the workplace

Learning outcome	The learner will:
	1. Be able to develop plans to promote a health and safety culture in the workplace.
Assessment criteria	
	The learner can: 1.1 identify where any improvements and changes may be necessary. 1.2 identify how information on health and safety instructions and regulations are currently communicated. 1.3 identify current level of workplace understanding and support for health and safety instructions and procedures. 1.4 develop a plan based on the findings, to include performance measures, review dates and resources. 1.5 plan opportunities for promoting the advantages and legal necessity of following health and safety procedures.

Learning outcome	The learner will:
	2. Be able to implement the plan to promote a health and safety culture in the workplace
Assessment criteria	
	The learner can: 2.1 present the plan to the responsible people for the workplace to gain their support. 2.2 identify those in the workplace who will require advice and advice about the plan to promote a health and safety culture in the workplace

- 2.3 ensure that relevant information and advice is provided at in a timely way and provide opportunities for encouraging ideas on good practice.
- 2.4 measure the effectiveness of the plan against past and present performance.

Learning outcome	The learner will:
3. Be able to monitor and review plan to promote health and safety culture in the workplace.	
Assessment criteria	
The learner can:	
3.1 describe how to research and be aware of the legal and moral responsibilities implied.	
3.2 instigate performance measures to monitor the effectiveness of the plan and review opportunities for further improvements.	

Learning outcome	The learner will:
4. Know reasons for promoting a health and safety culture in the workplace.	
Assessment criteria	
The learner can:	
4.1 explain employers, employees and moral and legal responsibilities for health and safety.	
4.2 explain own legal responsibilities for health and safety in own job role.	
4.3 explain how to interpret workplace health and safety data	
4.4 explain how to assess the level of understanding of workplace health and safety data	
4.5 identify the information needs of those affected by the plan:	
<ul style="list-style-type: none"> • sources of information on health and safety • the importance of keeping people informed and discussing their involvement. • the communication and consultation requirements in the workplace 	
4.6 explain the awareness of:	
<ul style="list-style-type: none"> • hazards exist and the importance of remaining aware of them. • the importance of dealing with or promptly reporting risks. • the particular health and safety risks present in own job role and roles of others. • limitations within own job role. 	

Unit 304 Promote a culture of health and safety in the workplace

Supporting information

Guidance

- Accurately identify where improvements are necessary using all available information from workplace reviews, risk assessments, incident reports and feedback from the workplace to inform the process.
- Include methodology of communicating results as relevant, taking into account individual's levels of understanding.
- The plan may be written or verbal but clearly identifying all requirements of the assessment criteria and in a way that can be assessed i.e. observation, professional discussion.
- Obtain the support for promoting a safe and healthy workplace from the responsible people by explaining the purpose and expected outcomes. Be prepared to make suggested changes, include timescales, performance measures and review dates.
- Learners will have to demonstrate they are able to research the organisations policies, practices and procedures and arrangements for managing health and safety in the workplace to inform the planning process.
- Identify methods of communication and assess whether their strategy to promote a health and safety culture is working and make changes where not evident.
- Evidence can be a reflective account, oral, professional discussion or products of the learners work.
- Learners will have researched possible costs and be able to explain why their plan will be effective, clearly identifying those people who will be affected, how information about the plan will be communicated. Outline training and advice that will be required as a result.
- Justify own plan explaining the advantages of applying the legal and moral responsibilities of promoting a positive health and safety culture in the workplace and providing opportunities for regular consultation on health and safety issues that will encourage good practice
- Measure the effectiveness of the plans against past and present performance. Implement changes as identified and strategy for reviews
- Plan will be products of the learner's own work and practical evidence of it is required. Evidence can be oral, video presentation or any acceptable assessment method.
- Learners need to be able to demonstrate how all those in the workplace can contribute in the communication process; this may be by health and safety groups, intranet or other in-house means that exist.
- Identify who has responsibility, that it is stated in the health and safety policy. Check they have up to date information.

- Explain how data is collated and used to inform the planning process.
- Describe their health and safety responsibilities and assess whether the job description accurately reflects this. In assessing abilities of people describe how special needs are met. Describe how identified training needs will be met and ensure it is available.

Unit 305

Conduct a health and safety risk assessment of the workplace

UAN:	H/601/6687
Level:	Level 3
Credit value:	6
GLH:	32
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	<p>The aim of this unit is to provide candidates with the knowledge/understanding/ skills to conduct a health and safety risk assessment of the workplace.</p> <p>This unit is about the competences needed to identify hazards in the workplace, conduct a risk assessment and to make recommendations to control the risks and to review the results.</p>

Learning outcome	The learner will:
	1. Be able to prepare for a workplace risk assessment.
Assessment criteria	
The learner can:	
1.1 evaluate the workplace to decide areas for risk assessment.	
1.2 select the method of hazard identification appropriate to the workplace being assessed and in line with legal requirements.	
1.3 list the hazards in a way which meets legal, good practice and workplace requirements.	
1.4 recognise own limitations and seek expert advice and guidance on operational controls when appropriate.	

Learning outcome	The learner will:
	2. Be able to identify hazards in the workplace
Assessment criteria	
The learner can:	
2.1 make sure your hazard investigation fully identifies those areas in the workplace where hazards with a potential for serious harm to health and safety are most likely to occur with impact on:	
<ul style="list-style-type: none"> • people in the workplace and • other people. 	

Learning outcome	The learner will:
3. Be able to conduct a risk assessment of the workplace	
Assessment criteria	
The learner can:	
3.1 carry out risk assessment of the hazards identified using appropriate documentation.	
3.2 assess the level of risk and how risks can be controlled to minimise harm	
3.3 assess the level of risk, identifying those that could not be eliminated.	
3.4 prioritise hazards which could result in serious harm to people at work and other people.	
3.5 identify control measures and implement and record them, include actions with expected completion dates.	
3.6 identify changes to policies and practices resulting from the risk assessment.	
3.7 deliver findings of the risk assessment with actions identified.	

Learning outcome	The learner will:
4. Be able to review risk assessment.	
Assessment criteria	
The learner can:	
4.1 instigate a review that compares the latest risk assessment to current workplace and working practices and identify any significant differences between previous and new working practices.	
4.2 plan action to be taken resulting from your findings and:	
<ul style="list-style-type: none"> • identify new hazards arising from change. • make changes to the risk assessment to include them. • promptly inform everyone affected by the changes. 	

Learning outcome	The learner will:
5. Know the employers responsibility for risk assessments as required by current legislation.	
Assessment criteria	
The learner can:	
5.1 explain own responsibilities for health and safety as defined by current legislation and:	
<ul style="list-style-type: none"> • specific legislation covering own job role • particular health and safety risks which may affect own job role and precautions required. 	
5.2 describe how to identify resources for the risk assessment to take place and:	
<ul style="list-style-type: none"> • how and where to find expert advice and guidance • the work areas and people for whom the learner is carrying out the risk assessment • the work activities of the people in the workplace where the learner is carrying out the risk assessment. 	
5.3 describe the purpose, legal implications and importance of carrying out risk assessments and:	

- the methods of identifying hazards including direct observation, examining records and conducting interviews
- the workplace hazards most likely to cause harm
- the importance of remaining alert to the presence of hazards in the workplace
- the importance of dealing with or promptly reporting risks.

5.4 apply effective communication methods.

Unit 305 Conduct a health and safety risk assessment of the workplace

Supporting information

Guidance

- Learners will need to demonstrate they are able to research relevant information, will include the organisations health and safety policies and procedures and legal requirements appropriate to the hazards identified. They will be familiar with 5 Steps to Risk Assessment and HASAWA. Understand the terms 'hazard' and 'risk' and 'control' as they apply to health and safety
- Learners will be able to discuss their rationale with the responsible person when deciding the areas to be assessed and what hazards may exist. They will seek guidance for matters they are not familiar with. This may be in-house occupational knowledge or from a health and safety professional.
- List the hazards and identify those likely to be most harmful. Prepare a report for discussion with the responsible person for the workplace. Hazards will be listed in priority order of perceived action required.
- Prioritise the hazards to ensure those with the most potential for harm are dealt with first taking when needing to account of resources in terms of time and cost.
- Learners need to know about industry standards for the workplace and occupational and legal requirements. When making your recommendations consider present and additional controls required and make recommendations to reduce the identified risk to its lowest level. Record findings.
- Identify control measures and with targeted action. Identify any necessary information and training that will result.
- Present a report on findings for the responsible person taking account of their health and safety knowledge. Devise the means of communicating changes to all those who will be affected.
- Deliver the report in the agreed format and timescale identifying those who need to be present.
- Devise or adapt existing procedures to identify ongoing changes to risk assessment and in the workplace to enable changes to be made promptly. Method of informing those affected.
- The organisations responsibility for those in the workplace, and current legal requirements relating to risk assessment. Demonstrate that they know how to recognise 'unseen' hazards, what they may consist of, those specific to their workplace and ways of monitoring and measuring them. Use of observation, checking records past and present and use of interview and communication skills. Use of records for making comparison with past and present and measuring improvement
- Resources can include, time, devising documentation, assessment and cost the implications of recommended actions.

- The evidence for all elements of this unit can be by products of your own work, professional discussion and assessor observation in the workplace.

Unit 306

Investigate and evaluate health and safety incidents and complaints in the workplace

UAN:	F/601/6664
Level:	Level 3
Credit value:	5
GLH:	26
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide learners with the knowledge/understanding/skills to give them the ability to investigate accidents and incidents in accordance with statutory requirements and make recommendations about the required changes needed to improve safety in the workplace.

Learning outcome	The learner will:
	1. Be able to investigate and report workplace incidents and complaints in accordance with legal and workplace requirements.
Assessment criteria	
	The learner can: 1.1 establish prior to the investigation: <ul style="list-style-type: none">• the required documentation and support materials• the way people involved will be briefed to ensure understanding of the purpose and the expected outcome.• how people involved will have the opportunity to clarify any points about the investigation. 1.2 carry out an investigation by gathering accurate and comprehensive information from the people involved in a supportive way and review for inconsistencies. 1.3 prepare a report containing details of incidents and complaints and forward to those requesting it in the agreed format, timescale and accordance with legal regulations and workplace requirements.

Learning outcome	The learner will:
2. Be able to make recommendations as a result of workplace investigations	
Assessment criteria	
The learner can:	
2.1 recommend improvements to health and safety based on accurate and detailed analysis of reports, advice, and support material collected during the investigation.	
2.2. develop recommendations which comply with:	
<ul style="list-style-type: none"> • current working practices. • relevant legislation and workplace health and safety instructions. 	
2.3 propose recommendations for improving health and safety, which are workable and include measures for review.	
2.4 present recommendations to the appropriate people with realistic and achievable plans for implementing them.	
2.5 produce an action plan to include a review process for checking implementation of the recommendations.	

Learning outcome	The learner will:
3. Know the employers' and employees' legal responsibilities for health and safety in the workplace.	
Assessment criteria	
The learner can:	
3.1 explain the responsibilities of employers and employees for health and safety as defined by legislation, to include:	
<ul style="list-style-type: none"> • own capabilities and scope in own job role. • the work areas and job roles where you are carrying out the investigation. 	
3.2 explain the workplace requirements for conducting and reporting investigations including:	
<ul style="list-style-type: none"> • what hazards may exist in the workplace. • the importance of dealing with and promptly reporting risks. • workplace budgets in relation to carrying out an investigation. • roles of external regulatory and research organisations. 	
3.3 explain how to write actions plans and:	
<ul style="list-style-type: none"> • apply analytical techniques. • requirements for maintaining confidentiality of reports. 	

Unit 306 Investigate and evaluate health and safety incidents and complaints in the workplace

Supporting information

Guidance

- The learner will need to demonstrate an understanding of RIDDOR, the timescales and other implications it imposes and ensure other relevant legal requirements are met. They should have recourse to a professional health and safety person for support and clarification.
- Devise the documentation for the investigation. Identify those who need to be briefed about its methodology and purpose. Provide the opportunity for clarification.
- The investigation will be conducted in a sympathetic manner in a no-blame atmosphere ensuring fairness and findings based on fact. Compile a report to be presented within agreed timescales to those who need it.
- Analyse findings of the investigation, make recommendations for improvements that comply with current legislation pertaining to the workplace Include current working practices and proposed changes ensuring that they are workable and practical and take account of cost implications.
- Analyse findings of the investigation, make recommendations for improvements that comply with current legislation pertaining to the workplace Include current working practices and proposed changes ensuring that they are workable and practical and take account of cost implications.
- The learner will need to explain the rationale to the responsible person for the workplace to justify the acceptance of the recommended changes. They will demonstrate that they have collated all information possible, that it is evidential and that they have taken into account cost and timescales in their recommendations.
- The learner will present their findings in a confident manner orally and in writing.
- Ensure that all those affected are informed of changes resulting from the investigation and they have up to date workplace information.
- Learners will need to have a basic knowledge of Civil and criminal law to explain possible legal outcomes and the probable role of regulatory bodies external to the organisation.
- Demonstrate they can communicate with people at all levels in the organisation, explain the purpose of the investigation and support those involved, use of interview skills, observation and be able explain the implications of their recommendations and any implied costs.
- Understand the roles of external regulatory bodies i.e. HSE and LEO and where to get help when they need clarification being aware of their own limitations within the scope of the investigation.

Unit 307

Make sure actions in the workplace aim to protect the environment

UAN:	J/601/6701
Level:	Level 3
Credit value:	4
GLH:	17
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide candidates with the knowledge/understanding/ skills to Understand and advise those with the responsibilities for the workplace risks, to minimise damage to the environment resulting from work activities. Fundamental to this unit is an understanding of the terms 'hazard', 'risk' and 'control'.

Learning outcome	The learner will:
	1. Be able to identify risks to the environment arising from the workplace.
Assessment criteria	
	The learner can: 1.1 identify people in the workplace to whom environmental matters are reported. 1.2 confirm they are up to date on environmentally friendly working practices relevant to the workplace. 1.3 identify any current working practices in own job role that could cause harm the environment. 1.4 identify materials, products or equipment in any part of own job role which could cause harm to the environment. 1.5 report any differences between legal regulations and workplace instructions and the actual use of materials and products hazardous to the environment. 1.6 promptly report to the people responsible for environmental matters the hazards that present high risks.

Learning outcome	The learner will:
2. Be able to minimise the risks to the environment arising from the workplace.	
Assessment criteria	
The learner can:	
2.1 research the relevant legal requirements and workplace environmental instructions for own job role	
2.2. define within own capability and the scope of own job responsibilities how to:	
<ul style="list-style-type: none"> • control the environmental hazards • promptly report risks to the environment that you are unable to deal with • pass on suggestions for limiting risks to the environment to the responsible person 	
2.3 apply the correct instructions for:	
<ul style="list-style-type: none"> • handling materials and products that can be harmful to the environment • their proper disposal. 	

Learning outcome	The learner will:
3. Know the legislation relating to environmental matters that affect own workplace.	
Assessment criteria	
The learner can:	
3.1 explain own responsibilities for the environment as defined by any specific legislation covering own job role and:	
<ul style="list-style-type: none"> • own responsibility for controlling hazards to the environment. • particular risks to the environment that may be present in own workplace and in own job role. • how to use resources and materials effectively and efficiently. • the importance of remaining alert to the presence of hazards to the environment in the whole workplace. • the responsibility for items (materials and equipment) that can be hazardous to the environment. • the specific workplace environmental instructions covering own job role. • the specific workplace environmental instructions covering own job role. • specific working practices covering own job role 	
3.2. explain the importance dealing with, or promptly reporting risks to the environment and communicating who the responsible people are.	
3.3 describe the substances and processes categorised as hazardous to the environment.	
3.4 explain workplace instructions for handling hazards to the environment that the learner is unable to deal with.	

Unit 307 Make sure actions in the workplace aim to protect the environment

Supporting information

Guidance

- Research legislation and workplace information, instructions, suppliers' and manufacturers' instructions for the safe use of equipment, materials and products. Make sure that it is current and circulated to relevant people, report any irregularities found.
- Learners need to be aware of the Environmental Protection Act and Control of Substances Hazardous to Health Regulations and any local authority requirements.
- Evaluate the environmental and workplace risks to identify those that could be harmful to you and others. List in a report to responsible person in the workplace.
- Adapt existing or devise a system for reporting and assessing risk. Conduct an assessment of the risks in the workplace and make recommendations to control, include changes to working practices, and communicate them to the responsible person for the workplace. The learner will understand the terms 'hazard' and 'risk' as they apply to health and safety and the environment.
- The learner will report with recommendations to minimise risk to the environment and suggest a monitoring strategy to ensure instructions for handling materials and disposing of them and all recommendations in the report are actioned and followed.
- They need to be aware of their own limitations within the scope of their job role and will have recourse for guidance to a health and safety professional internally or externally.
- The learner's research will cover their responsibilities for environmental matters within their job role and the need to remain alert to the presence of environmental hazards including those that cannot be seen. The workforce must also be kept informed via talks, training and signage.
- The report should identify any training needs in the workplace in order to maintain compliance with up to date information and instructions.

Unit 308

Review health and safety procedures in the workplace

UAN:	M/601/6837
Level:	Level 3
Credit value:	4
GLH:	21
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide candidates with the knowledge/understanding/skills to review health and safety procedures in the workplace.; and prepare a review of Health and Safety procedures in the workplace that meets legal and moral requirements in providing a safe and healthy workplace

Learning outcome	The learner will:
	1. Be able to undertake a review of health and safety in the workplace.
Assessment criteria	
	The learner can: 1.1 obtain authorisation for the review from the person responsible for the workplace. 1.2 agree work schedule, purpose, scope, timescales and priorities for the review with the responsible person for the workplace. 1.3 identify areas in the workplace to be reviewed and the methods to be used. 1.4 identify suitable resources and documentation for the workplace under review. 1.5 brief other people involved in the review to make sure they understand its purpose and the process undertaken.

Learning outcome	The learner will:
	2. Be able to carry out a review of workplace health and safety.
Assessment criteria	
	The learner can: 2.1. identify and use appropriate protective clothing and equipment that is suitable to the workplace under review. 2.2 research working practices to make sure the review covers all areas including those that may need special checking. 2.3 record differences between previous review findings and the current situation.

- 2.4 list the health and safety hazards that could cause serious harm in the workplace.
- 2.5 consult with the responsible person to list any non-compliances with health and safety in priority order and make recommendations to control hazards.
- 2.6 produce an action plan for improving health safety to include follow up for monitoring and implementation of recommendations and corrective action.
- 2.7. evaluate and report findings:
- in accordance with established instructions
 - in accordance with the action plan

Learning outcome	The learner will:
3. Know how to review health and safety procedures in workplaces	
Assessment criteria	
The learner can:	
3.1 explain the employers and employees legal and moral responsibilities.	
3.2 explain own responsibilities for health and safety as defined by	
<ul style="list-style-type: none"> • specific legislation covering own job role and • the structure of the organisation and • people responsible for health and safety in the workplace under review and: • how to select and use personal protective equipment. • what particular health and safety risks may be present in peoples' job roles. • the work areas and job roles you are planning to review 	
3.3 explain what notice period needs to be given before the review takes place.	
3.4 explain the importance of knowing the hazards and risks which may arise in the workplace.	
3.5 describe the resources needed to carry out a review and:	
<ul style="list-style-type: none"> • select effective communication techniques. • apply effective interviewing techniques. • possess presentational and communication skills. 	
3.6 describe appropriate post review plans and the recording and reporting procedures.	

Unit 308 Review health and safety procedures in the workplace

Supporting information

Guidance

- Outline schedule and plan of action for the review following agreed procedures.
- Learners will understand the basic principle of the Health and Safety at Work Act 1974 and HSE Publication HSG65 to enable them to understand why the periodic reviews should take place. For guidance they should have reference to professional guidance either in-house or externally.
- Learners must demonstrate they are able to use various methods of research to inform and explain why reviews of health and safety should take place.
- Documentation may already be in place or the learner may have to devise it in conjunction with the responsible people.
- List the hazards and make a record. The learner will need to have developed observation and interview skills and be able to explain terms 'hazard' and 'risk' and the importance of prioritising action, the use of data and other information and how it is used.
- Report findings to the responsible people for the workplace, discuss findings and any actions identified.
- Present the plan outlining the resources, that will be involved, the methods to be used and how the outcome will be communicated.
- Research current legislation to determine understanding in deciding the scope of the review and responsibilities for health and safety defined in people's job roles.
- Research information about the organisation. the policies and risk assessments that have been previously conducted to inform the review process.
- Discuss and decide future strategy and timescales for future reviews and monitoring activity.
- The learner will have developed communication skills such as Interview techniques, presentation, discussion and observation skills and be able to decide the approach necessary for the gathering of information to inform the review and identify all resources that will be needed.

Unit 309

Supervise the health, safety and welfare of a learner in the workplace

UAN:	Y/601/6847
Level:	Level 3
Credit value:	4
GLH:	22
Assessment requirements specified by a sector or regulatory body:	This unit is endorsed by ProSkills, the Sector Skills Council for Health and Safety.
Aim:	The aim of this unit is to provide candidates with the knowledge, understanding of health and safety to enable them to supervise a trainee in the workplace and understand own responsibilities as the supervisor in relation to the trainee's health.

Learning outcome	The learner will:
	1. Be able to prepare for and receive a trainee in the workplace.
Assessment criteria	
The learner can:	
1.1 define his/her responsibilities for a trainee entering the workplace.	
1.2 prepare for the trainee to enter the workplace by:	
<ul style="list-style-type: none">• delivering or organising a planned induction.• defining a clear job role or programme of work activities for the trainee.• obtaining available information to assess the suitability of the workplace for the specific trainee.• making sure work equipment and personal protective equipment are available and the trainee knows how to use it.• ensuring the trainee understands their responsibilities and what is expected of them relative to their own health and safety and that of others in the workplace	
1.3 identify and report to the responsible person all control measures needed to ensure the health and safety of the trainee in the workplace.	
1.4 confirm that the trainee can demonstrate understanding of safe working practices prior to entering the workplace, and has been provided with health and safety information and training in line with:	
<ul style="list-style-type: none">• employers' requirements• health and safety legislation	

- 1.5 inform all others who will be involved with the trainee of their responsibilities for their health, safety and welfare.
- 1.6 produce and implement a plan for the supervision of the trainee to include arrangements to cover absences and that they are recorded.

Learning outcome	The learner will:
2. Be able to supervise, monitor and review the health, safety and welfare of a learner in the workplace	
Assessment criteria	
The learner can:	
2.1 explain to the trainee the responsibilities for supervising and monitoring health, safety and welfare in the workplace	
2.2 check the trainee:	
<ul style="list-style-type: none"> • understands their job role or programme of work. • knows, understands, and follows instructions and safe working practices. 	
2.3 provide ongoing information, advice and support to the trainee in relation to safe working practices and organisational instructions.	
2.4 identify additional training needs relative to health, safety and welfare of the trainee and that they are recorded and met.	
2.5 assess the trainee's understanding of, and compliance with, health and safety requirements are reviewed on a regular basis.	
2.6 liaise with others to support the trainee's progress.	
2.7 contribute to reviews and ensure that the supervision plan is regularly updated and recorded.	
2.8 inform the person responsible of any concerns regarding the trainee's performance relative to health and safety.	

Learning outcome	The learner will:
3. Know how to introduce a trainee to the workplace.	
Assessment criteria	
The learner can:	
3.1 explain what information is necessary and available to assess the suitability of the workplace for the trainee you are supervising in the workplace and:	
<ul style="list-style-type: none"> • specific learning barriers to the trainee, e.g. physical, communication, prohibited areas. • specific risk assessments and control methods relating to a trainee. • health, safety and welfare training and support required by the trainee during induction • employers' instructions and procedures in relation to the health, safety and welfare of the trainee. • your own responsibilities relative to supervising the trainee. 	
3.2 explain the need to check the trainee's understanding of health and safety relative to their job role:	
<ul style="list-style-type: none"> • review with the trainee their understanding of health and safety relative to their job role. • identify effective communication methods available and when appropriate to be used. 	

- 3.3 explain how to respond to incidents, development needs and achievements of the trainee relating to health and safety.
- 3.4 identify others involved in the trainee's programme, their role and responsibilities.
- 3.5 understand the terms 'hazard' and 'risk' as applied to health and safety.

Unit 309 Supervise the health, safety and welfare of a learner in the workplace

Supporting information

Guidance

- Learner will demonstrate that they understand their responsibilities for a trainee learner in their workplace, identifying hazards that will affect an inexperienced worker unfamiliar with the workplace. They will satisfy the assessor that they have planned an induction to include necessary health and safety information and the checks to ensure the trainee learner understands what is expected of them, their role and where to seek assistance when needed.
- Plan the trainees work and include an induction programme. Explain what is expected of them and what their planned job role will be.
- Explain your plans to others who will be involved and their responsibilities including health, safety and welfare.
- Identify and report to the responsible person any additional controls needed prior to the trainee learner commencing work, PPE and training to use it.
- Include arrangements to cover absences what they are and if they are being followed
- Plans for monitoring and reviews should have been included in the plan.
- Ensure it is recorded and that it covers any changes to the planned programme of work and the responsible person is kept informed throughout.
- The plan should systematically cover preparation, planning, induction, and ensuring that all health and safety information and support is identified and provided. Confirm legal requirements are met and plans and information are updated ongoing.
- The learner will give evidence by whatever means they and the assessor agree to show sources of information researched and correct decisions made.
- Ensure trainees entry to the workplace is planned, training identified and programmed, job role defined and all necessary information researched, obtained and the responsible person updated throughout. Ensure that the trainee understands their responsibilities and what is expected of them. Provide supervision to make sure that the trainee follows safe work practices.
- Ensure that legal requirements for health and safety are met.
- Fundamental to this Unit is an understanding of:
 - the terms 'hazard' and 'risk'
 - the health and safety legislation that applies within their workplace and specifically in relation to the trainee
 - the responsibilities of all those involved in the activities of the trainee



Appendix 1 Relationships to other qualifications

Links to other qualifications

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

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



Appendix 2 Sources of general information

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

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

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

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

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

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

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

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

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

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices,
Missing or late exam materials,
Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification,
Missing or late exam materials,
Incorrect exam papers, Forms
request (BB, results entry), Exam
date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments,
Invoices, Missing or late exam
materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username,
Technical problems, Entries,
e-assessment, Results, Navigation,
User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping,
Accreditation, Development Skills,
Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents,
Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

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

City & Guilds Group

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

Copyright

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

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

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

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

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

WW-02-3654