

Winter Service Operations (6159-30 to -36)

Qualification handbook



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Qualification handbook

Qualification title	Number
Winter Service Operations Vehicles and Snow Ploughs (2016/17)	6159-30
Winter Service Operations Highways Agencies Equipment (2016/17)	6159-31
Winter Service Operations Non-Highways Agency / National Assembly for Wales equipment (2016/17)	6159-32
Winter Service Operations Snow Blowers (2016/17)	6159-33
Winter Service Operations National Assembly for Wales dedicated winter service equipment (2016/17)	6159-34
Winter Service Supervision and Monitoring (2016/17)	6159-35
Winter Service Operations - Off Highway Equipment (2016/17)	6159-36

Version and date	Change detail	Section
1.3 November 2012	Added missing 050 unit into rules of combination table for 6159-013	Section 3, rules of combination
1.4 August 2013	Include pathway for Off Highway equipment	
1.5 October 2014	Change address for sending applications for Primary Assessment and Trainer Registrations	
1.5 October 2014	Add additional information for units 080, 090 and 010	All pathways
1.6 January 2015	Updated POS and unit numbers	About Winter Service Operations (6159)
1.7 September 2015	Amendments relating to DVLA no longer issuing paper driving licence counter parts	About Winter Service Operations (6159), page 10, and Assessment Specification, page 11
2.2 July 2016	City & Guilds group statement amended Phone numbers removed Updated POS and unit numbers	Throughout handbook

2.3 March 2017	Terminology updated throughout Quality Terminology and Titles Updated	Assessors, Trainers and Internal Quality Assurance
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About Winter Service Operations (6159)

These qualifications have been developed for winter service operators and staff responsible for the direct supervision and operating of:

- Highways England vehicles and snow blowers
- National Assembly for Wales winter service vehicles and snow blowers
- Local Authority vehicles and snow blowers
- Off Highway equipment
- Managers and Supervisors responsible for the front line operations.

On successful completion of the required Certificate Pathway Routes (CPR's) and when a certificate has been received, candidates will be eligible to obtain a NEREO (North East Regional Employers Organisation) operative or supervisor's registration card, endorsed with the category that the candidate has been successfully assessed for:

See page 19 for qualification structures and the Certificate Pathway Routes that determine the categories for the NEREO Registration Card. Also refer to the following:

- City & Guilds NEREO Registration Form-application found on the 6159 suite page.

All 6159 certificates issued and registration cards will only be valid for **5 years from the date of successful completion of a full qualification**.

Complete re-assessment will have to be undertaken to renew the certificate and registration card. Units may be renewed at any time and a new certificate will be issued with a 5 year expiry date.

Winter Service Operations-6159 Registration Cards

The NEREO are responsible for the registration of operatives, supervisors and assessors, once candidates have successfully achieved a qualification and have been issued with a City & Guilds certificate for this scheme. The issuing of individual operative, supervisor and assessor cards are the responsibility of NEREO and supported by City & Guilds.

Operative Registration Cards should be applied for within 60 days of the certification claim date. Where this is exceeded a letter explaining why should be sent along with the registration form. NEREO will only accept a copy of the candidate's certificate or Walled Garden printout as evidence of achievement. Additional units may be added and will carry a 5 year expiry period provided the safety unit 610, 680 or 690 has been achieved within the last 5 years.

Where an employer or individual does not require the qualification to be registered with NEREO a record should be kept indicating this. It may be possible to register the qualification at a later date but within the 5 year expiry period.

North East Regional Employers Organisation (NEREO) contact:

Address: Guildhall, Quayside, Newcastle upon Tyne, NE1 3AF

Direct Line Tel: 0191 2613972

Main Line Tel: 0191 2613970

E-mail information: info@nereo.gov.uk

Centres are advised not to request any information from NEREO that relates to the qualification standards. This should be directed in the first instance to the centre's EQA or City and Guilds. NEREO will not enter into any dialogue with centres other than requests for card issue enquiries.

EU licensing regulations

EU licensing regulations and its influence in respect of the of driving/operating skill

The licensing regulations have brought about wide variations in both weight and construction characteristics of the range of LGV vehicles, which may be driven under the scope of one licence group. As far as possible the qualification does take this into account.

However it would be impractical to design a qualification that would encompass an assessment and certification strategy to cover each individual vehicle type.

It must be accepted that an experienced competent LGV driver would, given reasonable conversion time, be able to adapt his/her driving skill to change vehicles within a given licensing group. This concept would equally apply to the experienced and professional Assessor.

If the variation in vehicle characteristics were significantly different then it is the employer's responsibility under current Health and Safety Legislation to recognise the situation and provide suitable conversion training.

The minimum licence category for operating snow blowers on highways is group C, unless it is a demountable unit fitted to agricultural tractor type equipment. Access to assessment is not available for lower category licence holders.

Driving Licences

Employers should allow candidates to gain sufficient experience prior to undertaking the practical assessment for any unit of competence. Candidates must produce current driving licence for the vehicle category and show both plastic and, if held, paper counterpart to the Assessor or a valid printout from DVLA. The assessment will not be undertaken where the candidate fails to produce a current driving licence. Where a licence has been sent to DVLA for any reason the candidate may telephone the licensing centre and give permission for the Assessor to confirm the licence category and validity (Note: there is a cost for using the telephone system). This is only used to prevent disadvantaging the candidate from assessment. Centres may alternately seek written confirmation by email or headed letter from the employer on the validity of the candidates licence prior to assessment, such validity must be dated within one month prior to the assessment day.

Driver Continuing Professional Competence (D-CPC)

There is no requirement for winter service operators to hold a D-CPC. Training and Assessment are exempt from the Regulations as is the carrying out of winter service operations generally. Vehicle uses where you don't need Driver CPC if the vehicle you drive is:

- used for non-commercial carriage of passengers or goods for personal use
- used to carry material or equipment you use for your job - but driving the vehicle can't be the main part of your job
- used for driving lessons for anyone who wants to get a driving licence or a Driver CPC
- used by, or is under the control of, the armed forces, civil defence, the fire service and forces responsible for maintaining public order
- used in states of emergency or for rescue missions

It is recommended that centres and employers take legal advice where there is any doubt on the application of D-CPC to winter service operations.

General information and scheme approval criteria

Scheme 6159 has been designed by City & Guilds with assistance and consultation of stakeholders and those directly involved in Winter Service Operations Sector to support initiatives to update and improve this sectors qualification and to include new areas of certification.

6159 qualification structure

The qualifications are made up of units. Each unit will detail:

- candidate name
- licence category
- vehicle type
- assessment details.

Each unit is broken down into:

- unit name (specifies the overall main operational job function)
- elements (main job task or operation to be assessed)
- performance criteria (operational job tasks to be observed/assessed)
- evidence required (specifies what needs to be generated and provided as evidence of competence).
- endorsements for snow plough blades, fixed, towed spreaders and use of brine for pre-wetted application.

Operator Units-Highways

Unit number	Title
611	Prepare and operate winter service vehicles and equipment up to 3500kg including agricultural tractors
612	Prepare and operate winter service vehicles and equipment from 3500kg to 7500kg medium LGV
613	Prepare and operate winter service vehicles and equipment over 7500kg large LGV
615	Prepare and operate Highways England dedicated winter service vehicles
616	Prepare and operate winter service vehicles and equipment (vehicles and snowploughs) up to 3500kg including agricultural tractors
617	Prepare and operate winter service vehicles and equipment (vehicles and snowploughs) up to 7500kg
618	Prepare and operate winter service vehicles and equipment (vehicles and snowploughs) over 7500kg
622	Prepare and operate winter service vehicles and equipment up to 3500kg including agricultural tractors – Off Highway
623	Prepare and operate winter service vehicles and equipment from 3500kg to 7500kg medium LGV – Off Highway
624	Prepare and operate winter service vehicles and equipment over 7500kg large LGV – Off Highway
640	Prepare and operate National Assembly for Wales dedicated winter service vehicles
650	Operate Highways England/National Assembly for Wales dedicated Rolba 400 or 1000 series snow blower
660	Operate dedicated snow blower
670	Operate demountable snow blower
Safety Units	
680	Winter Service Operations Health and Safety
690	Winter Service Operations Health and Safety – Vehicles and Snowploughs
610	Winter Service Operations Health and Safety – Off Highway
Supervisors/Managers	
621	Winter Service Supervision and Monitoring
Endorsement-equipment indicators for units 611, 612 and 613 only	
111	Spreader fixed
212	Spreader towed
313	Plough angle blade/Vee blade
414	Brine application (Unit 613 only)

Rules of Combination

Scheme No	CPR Titles	Units
6159-30	Winter Service Operations Vehicles and Snow Ploughs (2016/17)	690 and (616 or 617 or 618)
6159-31	Winter Service Operations Highways Agencies Equipment (2016/17)	615 and 680
6159-32	Winter Service Operations Non-Highways Agency / National Assembly for Wales equipment (2016/17)	680 and (611 or 612 or 613) and (111 or 212 or 313 or 414) *414 can only be selected if 613 is achieved
6159-33	Winter Service Operations Snow Blowers (2016/17)	680 and (650 or 660 or 670)
6159-34	Winter Service Operations National Assembly for Wales dedicated winter service equipment (2016/17)	640 and 680
6159-35	Winter Service Supervision and Monitoring (2016/17)	621
6159-36	Winter Service Operations - Off Highway Equipment (2016/17)	610 and (622 or 623 or 624) and (111 or 212 or 313)

For information on registration and certificate fees, please go to the Walled Garden.

Assessment and Quality Assurance

Winter Service Operations national standards and rigorous quality assurance are maintained by the use of **City & Guilds set assessments for scheme 6159**.

Quality assurance includes initial centre approval, qualification approval, the centres own procedures for monitoring quality and City & Guilds' on-going monitoring by External Quality Assurers (EQAs). Details of City & Guilds' criteria and procedures, including the roles of centre staff and External Quality Assurers (EQA) can be found in the Centre Manual.

A centre may not conduct any assessments until City and Guilds has given centre and qualification approval. Once approved, candidate assessment records are subject to external quality assurance before first certification claims.

Assessment components (units) are graded (pass: as defined as competent). A pass is the achievement level required for the successful completion in the specified 6159 CPR.

External Quality Assurer (EQA) act on behalf of City & Guilds to ensure that national standards are maintained. Full details of their role can be found in the Centre Manual.

Centre and Qualification Approval

Centres wishing to offer City & Guilds qualifications must gain approval prior to arranging or undertaking any assessment activity. **New centres** must apply for centre and qualification approval. Existing City & Guilds centres will need to get specific qualification approval to run this Award. Full details of the process for both centre and qualification approval are given in the **Centre Manual**.

Registration and Certification

When 6159 assessments have been successfully completed, candidate results should be submitted on Form S (Results submission) or using the Walled Garden. New centres should note that results must NOT be submitted to City & Guilds until the External Quality Assurer (EQA) is satisfied that the required standards have been attained. All certification claims for any unit must be made within 30 days of successful completion to allow for Quality Assurance. Candidates are not registered for this award.

City & Guilds reserves the right to suspend an approved centre, or withdraw its approval from an approved centre to conduct a particular City & Guilds' scheme or particular City & Guilds' schemes, for reasons of debt, malpractice or for any reason that maybe detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Access to assessment, candidates with particular requirements.

For candidates with particular requirements, centres should refer to City & Guilds policy document *Access to assessment, candidates with particular requirements*.

Managing cases of suspected malpractice in examinations and assessments

The guidance document is available from the City and Guilds website. The guidance is intended for all those involved in the management and delivery of City & Guilds qualifications. It covers the procedures to be followed in the reporting and identification of malpractice, maladministration or misconduct on the part of candidates and/or centre staff, and the actions which City & Guilds may take when allegations of malpractice are reported.

'Malpractice' means non-compliance with the regulations pertaining to the assessment process (including the conduct of examinations), which may adversely affect the integrity of a qualification, its assessment and the validity of candidate certificates. The term 'malpractice' covers both maladministration and misconduct.

Where an instance of suspected malpractice has been either reported or discovered the centre should refer to should to 'Managing cases of suspected malpractice by centres and candidates' guidance document.

An error or mistake would not necessarily be considered malpractice where it did not affect the assessment outcome.

Example of what is not considered as Assessor malpractice:

1. An Assessor has not signed part of the assessment record.
2. A box requiring marking to indicate competence has been achieved is not marked.
3. Minor issues which can be resolved by the centre without compromising the assessment outcome.

Example of what would be considered assessor malpractice:

1. The assessment did not cover the full performance criteria although indicated that it did on an assessment record.
2. Leading a candidate to affect the assessment outcome.
3. Deliberate alteration of assessment dates or records of assessment.
4. Alteration of submitted examination papers.
5. Influencing the assessment outcome.
6. Deliberate failure to follow the centres quality assurance procedures or assessment strategy.

The list above is not exhaustive and further reference is to be found in the guidance document.

Where a suspected case of malpractice is found or reported it is the centres responsibility to investigate and, if required, report the situation following the guidance document. Where a centre is not able to make a decision, if there is a suspected case of malpractice, it should be referred in the first instance to the External Quality Assurer (EQA) for guidance.

Where a report of malpractice has been received City and Guilds will decide if the head of centre will undertake an investigation or whether City and Guilds will undertake it.

The result of any investigation must be recorded and the hierarchy of measures detailed in the guidance document used to determine the outcome.

Health and Safety - City & Guilds general statement

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates **start any** assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment the test must be stopped and the candidate advised of the reasons why. This must be recorded on the assessment documentation. The candidate should be informed that they have been unsuccessful in the assessment. Candidates may retake the assessment at a later date once any action plan given by the Assessor has been completed.

Examples of unsafe practices:

- Climbing vehicle bodies using inappropriate access
- Not wearing suitable personal protective equipment
- Allowing the snowplough to cause danger to others (overhanging Stop Lines)
- Placing others at risk through a failure to observe safety
- Speeding and failure to observe the highway code
- Allowing access to moving parts of the equipment without first isolating from power source.

Unit 680, 690 and 610 are specific to the Health and Safety requirements of scheme 6159.

Unit 621 is specific to Winter Service managers and supervisors.

Assessors, Trainers and Internal Quality Assurance

Trainers

Suitable occupationally competent trainers may deliver units 610, 621, 680 and 690. This stance is taken to accommodate those who are not registered as Assessors, or do not for any reason hold the appropriate licence category to become registered as Assessors, but are able to deliver these units. The following criteria are used to determine the competence for trainers within this scheme:

- Sufficient industry experience within the sector
- Able to maintain occupational competence
- Sufficient knowledge of health and safety within the occupational area

New Trainers for units 610, 621, 680 and 690 should be approved by the External Quality Assurer (EQA) (also see page 22).

Trainers will be registered with NEREO and hold the appropriate card that will carry a 5-year expiry date from the date of application.

Trainers delivering units 610, 621, 680 and 690 will be subject to external quality assurance. A copy of the EQA response to a centre update form must accompany any application sent to NEREO for appointment in the register and a new assessor/trainer card issued.

Trainer Registration

A trainer for units 680, 690, 610 and 621 will be required to be registered with NEREO upon successful approval by the External Quality Assurer (EQA). The trainer's card will be valid for a period of 5 years from the date of application. A further 5 years may be applied for on expiry. The centre submit a Centre Update form to City and Guilds for trainers to be approved by the EQA. Once confirm by the EQA they must also submit an application to NEREO along with confirmation of approval from the External Quality Assurer (EQA). Please use the Assessor/Trainer application form and submit to both NEREO and the External Quality Assurer (EQA).

A Trainer should:

- be able to show occupational competence against the units applied for
- hold an appropriate nationally recognised Health and Safety qualification
- be able to demonstrate continued professional development in keeping up to date with front line operations
- be able to demonstrate experience in conducting training and examination or hold an appropriate award in training and development.

Assessors

New assessors must have attended a centre arranged training/briefing for scheme 6159. This may be conducted by the External Quality Assurer (EQA) or attendance at an arranged centre briefing.

Assessors must

- hold appropriate D/A or Training, Assessment and Quality Assurance (TAQA) units.
- be occupationally competent in the 6159 units to be assessed.

- have attained the 6159 units/certificate appropriate to the units they are competent to assess. They must be assessed by an appointed Primary Assessor. This will not apply to Assessors approved prior to 1 November 2008.
- be entered onto the Assessors Register and hold the appropriate 6159 Assessor registration card.

Documentary evidence of qualifications and/or experience will be required for new Assessors and Trainers.

The Assessors overall responsibilities are to:

- conduct assessments according to the instructions set out in the scheme documents
- judge candidates performance against the performance criteria and range of each element of competence and establish whether it meets the standards
- observe candidates performance in the workplace
- undertake oral questioning and/or administer other forms of supplementary assessment.
- maintain own occupational competence within the sector
- maintain own occupational competence in assessment standards

Assessor Registration

Current Assessors will be required to apply for a new Assessor's registration card issued by NEREO every 5 years. New Assessors will be required to follow the guidance given. When applying in either case the forms associated with this document must be used.

An Assessor renewing their current registration will need to be able to demonstrate that they have conducted assessment within the current scheme within the last five years for each Unit currently held. Where this condition has not been met it will be necessary to be re-assessed by a Primary Assessor for each unit they require registration. Centres must ensure that the assessor is in possession of a current driving licence for each category of equipment they are to assess on.

Internal Quality Assurer

Every centre must have at least one Internal Quality Assurer (IQA) appointed, to ensure that standards are being applied consistently across assessors consistently throughout assessment activities. IQAs must monitor the work of Assessors and Trainers involved in the qualification.

Robust internal quality assurance is a key to the effectiveness of the quality assurance system within the centre.

Centres must nominate an Internal Quality Assurer in connection with the quality assurance arrangements for the qualification. The Internal Quality Assurer must be in regular contact with the Assessor and be technically competent in the units being assessed. The Internal Quality Assurer and the Qualification Co-ordinator may be the same person. Assessors cannot IQA their own work.

Internal Quality Assurer's should:

- hold or be working towards a D34 or V1 or TAQA Internal Quality Assurer award
- possess and maintain an acceptable level of appropriate occupational expertise which would comprise:
- an up to date understanding and overview of winter service operations, associated plant materials relevant to the specific 6159 Winter Service units internally quality assured
- a sound in depth knowledge of the current winter service standards relevant to the specific units to be internally quality assured
- maintain own occupational competence within the sector and as an Internal Quality Assurer.

The main role of the Internal Quality Assurer is to monitor and co-ordinate assessments carried out by the Assessors to ensure that scheme procedures are followed and that assessments are reliable and meet the standards of the scheme.

Assessor and Internal Quality Assurer qualifications

Both Internal Quality Assurers and Assessors must be occupationally competent. City & Guilds clarification of occupational expertise states:

Occupational expertise is a requirement for Assessors and Quality Assurers as stated by standard setting bodies in their assessment setting strategies. In particular, when defining occupational expertise, Assessors and Quality Assurers need to demonstrate:

- an up to date working knowledge of the particular aspect of the work they are assessing
- a sound in-depth knowledge of the standards they are assessing/quality assuring
- additional expertise and/or knowledge in specialist areas

In the case of the Winter Service Operations, occupational expertise means that any new assessor's must hold any unit for which he/she wishes to assess and in addition must maintain a satisfactory level of competence through continuous professional development. **This does not mean that the Assessor must be regularly involved in front line winter service operations.** However it does mean they should seek driving and operating experience of any new or existing type of equipment that they may have to carry out assessment on, in order to understand and recognise safe handling and operating characteristics. Existing Assessors who have held the appropriate units prior to this revision will not be required to hold the operator units but must be able to demonstrate continuing competence in applying for re-registration. An appointed Primary Assessor will assess new Assessors.

To ensure national standards are maintained, an appointed Primary Assessor will assess new Assessors for the Unit/s they wish to be able to deliver. There is no transferability between Units. On successful outcome the new Assessor will be certificated and issued an Assessor Registration Card and unique number. This will allow centres to use any registered Assessor provided that a centre update is submitted and approved by the EQA.

In the case of Internal Quality Assurers they would not be expected to have the same in-depth level of technical or practical expertise. They would however be expected to understand the winter service process to a depth that would enable them to carry out all monitoring duties connected to quality assurance.

Continued Professional Development

Maintenance of occupational expertise would also involve the accessing of information through manufacturers seminars, trade and professional magazines or any other recognised source. Only through this type of updating and self-assessment will the professional Assessor be able to maintain the integrity of the qualification and credibility with the candidate for whom he or she is required to make valid objective judgments.

External Quality Assurance

An External Quality Assurer (EQA) will make an annual visit to the centre and their role includes the following:

- ensuring that Internal Quality Assurers are undertaking their duties satisfactorily
- monitoring internal quality assurance systems and sampling assessment activities, methods and records
- acting as a source of advice and support
- promoting best practice
- providing prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems.

An External Quality Assurer (EQA) should:

- hold or be working towards D35, V2 or TAQA award
- possess and maintain an acceptable level of appropriate occupational expertise which would comprise:
 - a career history which includes experience in the supervision or practical delivery of winter service operations on public roads and highways
 - an up to date working knowledge of winter service operations, associated plant and materials
 - a sound in-depth knowledge of the current winter service standards.

Primary Assessor

NEREO approves the Primary Assessor. An appointed Primary Assessor will be independent of the Candidate Assessor and centre to ensure parity within the scheme.

The Primary Assessor's role is to ensure that prospective Assessors are occupationally competent for the units wish to assess. This will ensure that national standards of assessment within this scheme are maintained and satisfy the employing organisation that any insurance conditions are met. The principle role of the Primary Assessors is to ensure Candidate Assessors

- are occupationally competent
- hold the appropriate driver licence category
- hold the appropriate Assessors qualification
- understand the scheme requirements and conduct of assessment
- are able to maintain occupational competence.

A registered Assessor may apply directly to the Portfolio Consultant to become a Primary Assessor. On successful application the Portfolio Consultant will notify the Assessor Registration Centre and NEREO. The Portfolio Consultant will conduct any induction necessary.

Assessors and Trainer Registration

Applications for new Assessors or Trainers (including adding additional units) should be sent by email to:

Robin Pelling on behalf of NEREO

Email: **robin@rpelling.freeserve.co.uk**

Tel: 07894 577346

Robin will provide details of a Primary Assessor available for centres wishing to appoint new Assessors to the scheme.

Centres must not arrange their own primary assessments for new Assessors

Assessment specification

Taking into account topographical variations and road configurations some measure of flexibility must be exercised. Therefore, for all other units the candidate must still demonstrate competence for all performance criteria but where it is impractical or impossible to meet all range requirements within reasonable travelling distance adjustments may be made. However the minimum distance specified must be covered and any relaxation in the range requirement must be discussed and agreed with the assessment centre's EQA prior to assessment being undertaken.

There is no transferability between units. Candidates must be assessed in full for each unit they wish to gain.

Requirements

The following **must** be provided/available in order for the assessment to be completed.

Failure to provide/supply may result in assessments being cancelled or incomplete and additional re-assessment costs being incurred by the client.

- **Winter Service Vehicle/Equipment** must be provided for the category for which the candidate is undertaking assessment. The vehicle **must** be in roadworthy condition and ready to use.
- **De-icing Materials** – available for a minimum of 50% loading of the vehicle.
- **Loader/Hopper** - in safe condition and ready to use by a trained and competent operator.
- **Snowplough** - (unless not part of assessment) in good working order, all attachments secure and approved mounting system available and in working order.
- **Vehicle Documents**- logbooks, defect books, etc.
- **Driving Licence** - The candidate must provide both plastic and, if held, paper counterpart to the Assessor or a valid printout from DVLA on the day of the assessment. A failure to do so will prohibit the assessment from being undertaken. Assessors must ensure that the candidate holds the appropriate category for the vehicle and it is in date. An exemption from this is where the candidate has returned the licence to DVLA for renewal or updating. In this instance the Assessor must confirm the licence category directly with DVLA with the candidate's permission. (Please also refer to page 10).
- **Photographs** - the candidate must supply 1 passport size photograph. The quality must conform to the same as those required for UK passports. See NEREO registration form.
- **Protective Clothing**- determined by the hazards involved. Typically this will include high visibility clothing, protective footwear, gloves and eye protection as a minimum.

- **Wash Off Facilities** - To enable safe and thorough cleansing of the vehicle and loader. In the rare occasions where facilities for washing off equipment are unavailable it should be recorded in the assessment documentation and oral questions asked to confirm candidates understanding.
- **Candidate** – must present him/herself at the appropriate time. It is recommended that the candidate is available 15 minutes before the scheduled start of the assessment.
- **Safety** - during the assessment if the candidate does not comply with safe systems of work, endangers other road users or an unsafe situation arises the assessment will be immediately discontinued and a recorded on the assessment documentation. This must form part of the initial briefing for the assessment.

NB: The assessment will not continue where the Assessor to deems equipment or facilities inappropriate or unsafe for candidates to use.

Routes

A route of at least 30 miles for must be available for Highways England and National Assembly for Wales vehicles and 20 miles for other equipment, which includes the following: -

- Rural and urban sections
- Steep gradients
- Roundabouts
- Major Junctions
- Dual Carriageways, including on/off slip roads and interchange roundabouts (Highways England and The National Assembly for Wales's equipment).

It is anticipated that in order for the route to include the above the vehicle may be on the road for longer distances. The route used for assessment and total mileage covered will be recorded in the candidate log.

Units 611, 616 and 622 may have shorter routes due to the types of equipment that fall into this category although the assessor must ensure that all route features are covered wherever possible.

In the case of Off Highway equipment the duration of assessment must be sufficient to enable a judgement of competence within the operational areas to be cleared/treated.

It is recognised that not all route types are available for assessment in some areas. This should be recorded in the candidate log and additional oral questioning used to determine underpinning knowledge.

Candidate/Assessor ratios – Duration of assessment

Units 610, 680 and 690 Health and Safety	Maximum of 8 learners	
Unit 621 Supervision and Monitoring	Maximum of 8 learners	
Units 611, 616 and 622	Maximum of 3 learners per day	Requires pre-approval of EQA
Demountable snow blowers	Maximum of 3 learners per day	
All other units	Maximum of 2 learners per day	

NEREO will return any application that does not comply with the requirements of City & Guilds.

Certificate claims will be withdrawn where it is found that candidate numbers have been exceeded.

Unit 610, 621, 680 and 690

The Health and Safety (Winter Service Operations) Unit is mandatory and is to be successfully completed before undertaking any other Unit. The outcome is measured by way of a multiple choice question paper carrying a pass mark of 75%. Where a candidate achieves 70-74% the trainer/assessor may confirm understanding and make an assessment decision on the outcome, this must be recorded on the examination paper. Candidate achieving less than 70% will be required to undertake the unit training again in full before being re-examined.

The facilities used for these units must be suitable for the learning experience with minimal distractions and suitable welfare arrangements.

The conduct of the examination must fully comply with JCQ, instructions for conducting examinations and associated City and Guilds documents.

The Winter Service Supervision and Monitoring unit 621 is measured by way of a multiple choice and written question papers carrying a pass mark of 75%. Where a candidate achieves 70-75% the trainer/Assessor may confirm understanding and make an assessment decision on the outcome, this must be recorded on the examination paper. Candidate achieving less than 70% be required to undertake the unit in full before being re-examined.

Expected minimum contact periods:

- Unit 680 – 6 hours
- Unit 690 – 4 hours
- Unit 610 – 6 hours
- Unit 621 – 10 hours

The practical outcomes will require that a serviceable vehicle, spreader, snowplough or snow blower is available on the same day as undertaking units 680, 690, 610 and 621. The equipment will be used to confirm the practical outcomes of unit 680, outcome 9, unit 690 outcome 6, unit 610 outcome 8 and demonstration purposes for unit 621. Where it is not practical to have access to equipment to complete units 680, 690, 610 or 621 **further arrangements will be needed to record the outcomes stated in the standards prior to the practical assessments.**

The practical outcomes for units 680, 690 and 610 **do not** form part of the day where candidates are being assessed on the main practical Units. The candidate must complete Unit 680, 690 or 610 in full prior to undertaking any other practical unit.

Practical assessments **must** be completed within 12 months on successful completion of unit 680, 690 or 610. Where this timeline has been exceeded a candidate must re-take unit 680, 690 or 610 again before any practical assessment. Any practical units added to a full qualification prior to the expiry period of 680, 690 or 610 will not require the candidate to re-take these units.

The oral questions used on the practical assessments are designed to confirm the learning outcomes of units 680, 690 and 610.

Where the period between successfully completing either unit 680, 690 or 610 and any practical unit to complete a complex is planned to be longer than 30 days the centre must certificate successful candidates for these units. This will allow for External Quality Assurer (EQA) to monitor centre activity and also comply with the requirement for certification claims. All certification claims must be made within 30 days of assessment.

Transferability of competence evidence within the Unit structure

The design of the 6159 qualification means that the acquisition of any specific unit of competence is through assessment only, i.e. a candidate achieving unit 613 cannot claim unit 612 and vice versa.

The use of scheme 6159 assessment documentation

In order to maintain a suitable level of interpretation and assessment standardisation, City & Guilds documentation alone must be used for assessment purposes. This documentation remains the sole property of City and Guilds. Assessment materials and question papers may not be copied, provided or made otherwise available to any person or organisation. Completed documentation will remain with the registered centre and retained for at least 18 months. Documentation is available for download from www.cityandguilds.com. Examination papers are password protected. Passwords are made available to centres from within the Walled Garden.

External Quality Assurer (EQA)/Internal Quality Assurers and Assessors will be familiar with the Standards and Qualification Guidance. Any requirement for interpretation of the Standards will be referred to the External Quality Assurer (EQA).

The system is designed so that it will take into account document changes generated by both operating experience and assessment centre feedback. All documentation will be continuously reviewed and any new documentation promptly issued to participating centres.

Any additional documents used by a centre to record candidate evidence, such as 'identification of current traffic signs', are to be agreed by the External Quality Assurer (EQA) prior to being used.

A record of the route used for practical assessments must be included with the assessment documentation that includes the distance covered and actual salt spread. **A candidate cannot be deemed competent unless actual spreading materials have been applied.** 'Dry runs' are not acceptable as evidence of competence to spread de-icing materials. Candidates must be able to demonstrate the correct use of the controls used to spread materials on the highway. County Councils, Highways England and Welsh Assembly fully support this.

It is expected that it will not always be possible to assess a candidate clearing snow. Where this has not been possible it must be recorded in the assessment documentation.

Should the opportunity arise where assessments can be carried out in real conditions and the safety unit has not yet been undertaken, it will be acceptable that the candidate can be assessed prior to achieving unit 680, 690 or 610 providing **all** of the following are met;

1. The candidate has held an appropriate qualification previously for the type of equipment.
2. The employer is satisfied that the operator is competent and prepared for assessment.
3. It has been agreed in writing with the centre External Quality Assurer (EQA).

Adding Units to existing candidate full qualifications

Where a candidate requires additional units to those already held they might do so within the five-year period of achieving units 680, 690 or 610. Any cards issued by NEREO should then be returned at the time of registering a candidate for additional units.

It will **not** be necessary for candidates to re-take Unit 680, 690 or 610 within the 5-year qualification period already held. The knowledge outcomes of the practical units are used to confirm the outcome of units 680, 690 or 610 and the operational performances.

Unit 615 - Prepare and operate Highways England dedicated winter service vehicles

This unit is specific to the Highways England contract. Within the unit there are 4 categories of vehicle/spreader combinations. Centres must ensure that the equipment used is recorded on the assessment log. The equipment used must be clearly identified on submission to NEREO to register a candidate's qualification by deleting those not applicable. NEREO qualification identity cards will show the combination used and expiry date. It must not be inferred that the candidate has demonstrated competence on any equipment they have not been assessed on. There is no transferability between equipment combinations within unit 615. The assessments on this unit must include the use of brine mixing tanks, loading, spreading pre-wetted materials and completing the appropriate equipment checks and logs.

Oral questioning

The questions contained in each unit are used to confirm the outcome of unit 680, 690 and 610. Assessors should ask a range of questions from those provided in the unit but it is not essential all questions be used. The Assessor must be able to make the judgement of the candidates underpinning knowledge. Additional questions may be asked and recorded.

Guidance for Oral Questioning

When using oral questions, Assessors should be mindful of the effect their behaviour can have on candidate performance. Questions should be asked in the spirit of gaining information rather than pressurising a candidate by creating the atmosphere of a test.

Assessors should also take care to ask clear questions. The following list provides a brief overview of phrases typically used in oral questioning:

Question	Required Response
List/name	Give a list rather than sentences as your answer
State	Give the relevant facts briefly and to the point
Describe briefly	Give a brief but full account with examples of the procedure, term etc. specified in the question
Outline	Briefly give all the essential points
Compare/contrast	Point out similarities and differences, advantages and disadvantages of the items mentioned in the question
Define	Give the exact meaning e.g. of a term, principle or procedure
Explain why	Give the reason for
Sketch	Do a freehand drawing

Changes to the 6159 Scheme

2012 - Inclusion of an additional pathway within (6159-31) Winter Service Operations Highways Agencies Equipment (2016/17)

Additional Certificated Pathways Routes (CPR's) have been added to the existing qualification to provide access to assessment covering vehicles and snowploughs only. This is in response to industry needs, as more investment has been made for snow clearing equipment (vehicles able to be fitted with snowploughs). It will allow adequate training to be delivered where de-icing equipment is not used and a practical assessment of competence to perform to a standard acceptable by the industry.

Existing trainers and assessors already delivering other pathways with the spreader will not require a Primary Assessment or EQA approval although a Centre Update Form should be sent covering the additional pathways. Entry onto the approved register will be automatic for existing trainers and Assessors and a new NEREO Trainer/Assessor card only issued on expiry of the current one.

Where a candidate has been certificated through this pathway and at a later date requires assessment on spreading de-icing materials a full assessment must be undertaken for the whole unit. In addition to this Unit 680 must also be completed in full to complete a full qualification. Candidates gaining any units 611 to 613 may also, at the time of assessment, claim the appropriate pathway for units 616 to 618 for the licence category without further assessment. Unit 680 would subsume the requirement to undertake unit 690. Centres must claim the qualification pathway 6159-30 at the same time as 6159-32 if required and a record kept.

Conditions of assessment

When candidates are undertaking practical assessment, this must be done on a one to one basis. This requirement extends to the performances that must be demonstrated practically on the chosen route. Only one candidate is permitted to be in the vehicle with the assessor. This will allow individual assessment to be undertaken. Any assessment found to be carried out where this requirement is not met will be voided.

The revised qualification sets out clear and objective statements defining assessment situation requirements and range statements, e.g. specified minimum route distances, specified road configurations and topographical characteristics.

In the case of units 615 and 640, assessments for Highways England and The National Assembly for Wales's equipment, the candidate must demonstrate competence in all performance criteria and all range requirements irrespective of total distance covered.

2013 - Inclusion of additional pathway (6159-30) Winter Service Operations Vehicles and Snow Ploughs (2016/17)

Additional Certificated Pathways Routes have been added to include the use of winter service equipment used off the highway in areas such as car parks, shopping areas, National Health Service property, airports and other areas where the public have access or de-icing/snow clearing is required. This will allow for the qualification to be extended meeting the needs of employers to ensure occupational competence within these working environments.

Changes to the coverage of Demountable spreaders – Impact upon the qualification

The decision to omit the demounting and mounting of the spreader body was taken after careful consideration of the wide variation in body design and fitting procedure. In some organisations the responsibility rested with the driver, in other organisations the unit was mounted and demounted by other persons. Consideration was also given to the transferability of the skill and competence demonstrated with one body system to that of another equally common type but with very different characteristics and features.

Under the assessment arrangements the candidate is required to ensure that the spreader body is sound, secure and fit for service. In the new structure the candidate will need to demonstrate an understanding of how the body is located and secured, as well as how to carry out the relevant safety checks before the machine is committed to service.

This does not remove the need for the person who carries out the mounting/demounting process to be assessed for competence, as this remains an employer's responsibility under current safety legislation. It does however shift the responsibility for training and assessment outside the scope of scheme 6159 Winter Service Operations qualification.

Useful contacts

Type	Contact	Query
UK learners	E: learnersupport@cityandguilds.com	General qualification information
International learners	E: intcg@cityandguilds.com	General qualification information
Centres	E: centresupport@cityandguilds.com	Exam entries Registrations/enrolment Certificates Invoices Missing or late exam materials Nominal roll reports Results
Single subject qualifications	E: singlesubjects@cityandguilds.com	Exam entries Results Certification Missing or late exam materials Incorrect exam papers Forms request (BB, results entry) Exam date and time change
International awards	E: intops@cityandguilds.com	Results Entries Enrolments Invoices Missing or late exam materials Nominal roll reports
Walled Garden	E: walledgarden@cityandguilds.com	Re-issue of password or username Technical problems Entries Results GOLA Navigation User/menu option problems
Employer	E: business@cityandguilds.com	Employer solutions Mapping Accreditation Development Skills Consultancy

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

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