

City & Guilds Level 2 Certificate of Competence in Forklift Truck Operations (0014-33)

Version 1.2 (March 2025)

Assessment Pack – Centre Version

Version and date	Change detail	Section
1.0 February 2020	First version	
1.1 March 2020	Checklists moved to appendices	Appendices
	Introduction updated	Introduction
1.2 March 2025	Formatted	Throughout
	Unit Numbers amended	

Contents

Introduction	4
Practical observation descriptor table	5
226 - Prepare and operate a rough terrain telescopic or masted forklift truck	5
227 - Prepare and operate a counter balance forklift truck	12
228 – Operate a rough terrain telescopic or masted forklift truck for materials handling	17
Appendix 1 Practical tables	18
226 – Prepare and operate a rough terrain telescopic or masted forklift truck	18
227 – Prepare and operate a counter balance forklift truck	19
228 – Operate a rough terrain telescopic or masted forklift truck for materials handling	20
Appendix 2 Sources of general information	21

Introduction

This assessment relates to the unit in the Qualification handbook. The assessment can be achieved at pass only. If any task is not yet met the candidate is unsuccessful.

This assessment contains the following units and learning outcomes:

Unit 226 Prepare and operate a rough terrain telescopic or masted forklift truck

1. Know the hazards, risk assessment requirements and legislation for the use of rough terrain telescopic or masted forklift truck
2. Carry out pre-start checks on a rough terrain telescopic or masted forklift truck
3. Operate a rough terrain telescopic or masted forklift truck

Unit 227 Prepare and operate a counterbalance forklift truck

1. Know the hazards, risk assessment requirements and legislation for the use of counterbalance forklift truck
2. Carry out pre-start checks on a counterbalance forklift truck
3. Operate a counterbalance forklift truck

Unit 228 Operate a rough terrain telescopic or masted forklift truck for materials handling

1. Operate a forklift truck for material handling

General guidance on the requirements for assessment can be found in the Assessor Guidance document available on the City & Guilds web site **www.nptc.org.uk**

The assessor must complete the Practical Table mark sheet for each candidate which should be kept by the assessor for a minimum period of twelve months.

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Assessment Time

The expected assessment time for this qualification should take no longer than 1.5 – 3 hours.

This is not an open book assessment, however additional technical information may be sought from the relevant manufacture's operator manuals or any other appropriate training or safety publication.

Practical observation descriptor table

226 - Prepare and operate a rough terrain telescopic or masted forklift truck

Activity number and description from check list		Assessment Criteria
1	Carry out a site-specific hazard and risk assessment	<p>May include:</p> <ul style="list-style-type: none"> • slopes • ground conditions • contact with moving parts • manual handling • overhead obstructions • overhead power lines (OHPL) • surface obstructions • people and/or animals • ditches/waterways • hot components • fuel and oil • bio hazards • dust/fungal spores
		<p>To include:</p> <ul style="list-style-type: none"> • evaluate risks • implement appropriate control measures • confirm that the condition of the site is acceptable • confirm who they would report to if the site condition is unsuitable
2	Describe the relevant health and safety legislation in relation to forklift truck operations	<p>May include:</p> <ul style="list-style-type: none"> • Health and Safety at Work Etc. Act (HASAWA): <ul style="list-style-type: none"> ○ duties imposed on the employer/employee/others • Provision and Use of Work Equipment Regulations (PUWER): <ul style="list-style-type: none"> ○ machine must be properly maintained according to manufacturer's recommendations ○ vehicles must be fitted with Falling Objects Protection Systems (FOPS) and Roll Over Protection Systems (ROPS) • Management of Health and Safety at Work Regulations (MHSWR): <ul style="list-style-type: none"> ○ comply with risk assessments • Control of Substances Hazardous to Health (COSHH):

		<ul style="list-style-type: none"> ○ fuel handling and protection from contaminants • Personal Protective Equipment Regulations (PPE): <ul style="list-style-type: none"> ○ PPE must be provided, maintained and worn • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR): <ul style="list-style-type: none"> ○ certain categories of injuries must be reported
		<p>The Lifting Operations and Lifting Equipment Regulations (LOLER):</p> <ul style="list-style-type: none"> • lift trucks must have a record of inspection • Lift trucks must have a certificate of thorough examination
		<p>May include:</p> <ul style="list-style-type: none"> • the lift truck is fitted with a restraint system if there is a possibility of overturning • the Capacity Plate or Safe Working Load (SWL) plate must not be exceeded • machine used in accordance with HSE guidance PM28 if used with an attached personnel access platform • operator must be trained and competent • operator has written authorisation to use the machine • operator to be within confines of the cab/canopy
3	Describe the relevant legal and safety considerations when operating a forklift truck on or near a public highway	<p>May include:</p> <ul style="list-style-type: none"> • be road legal • appropriate vehicle tax/exemption • insurance cover • operator holds valid driving licence • have an orange flashing beacon when driven on unrestricted dual carriageways (other road types subject to individual Risk Assessment) • ensure safe speed appropriate to conditions • comply with relevant speed limits
		<p>To include:</p> <ul style="list-style-type: none"> • forks folded or covered • four-wheel drive mode disengaged (if applicable) • differential lock disengaged (if applicable)

		<ul style="list-style-type: none"> • two-wheel steer mode selected (if applicable) • boom/mast control locked (if applicable)
4	Select and use the appropriate personal protective clothing and equipment	<p>May include (subject to risk assessment):</p> <ul style="list-style-type: none"> • safety boots • ear defenders • dust mask • head protection • face/eye protection • hand protection • non-snag clothing • any other protection highlighted in the risk assessment
5	Identify and explain the function of all instruments and controls	<p>To include:</p> <ul style="list-style-type: none"> • Candidates must safely mount and dismount from forklift truck cab using hand and footholds provided (usually facing inwards) <p>To include:</p> <ul style="list-style-type: none"> • all internal/external controls and instrumentation applicable to the forklift truck being used for the assessment <p>To include:</p> <ul style="list-style-type: none"> • interpretation of information and warning symbols • interpretation of decals <p>To include:</p> <ul style="list-style-type: none"> • safe load indicator/warning device
6	Carry out checks to the forklift truck to ensure that it is safe to use	<p>To include:</p> <ul style="list-style-type: none"> • horn working • reversing alert/warning system • all lights working • cab glass undamaged and clean • wipers in working order • mirrors clean and undamaged • indicators clearly visible and undamaged • operator presence controls • the Capacity Plate or Safe Working Load (SWL) plate must be in place and SWL must not be exceeded • all moving parts, belts, pulleys and chains are guarded • telescopic components in good working order • condition of wear pads • pallet forks are a matched pair, compatible with machine, in good condition and secure • wheel nuts tight and secure • correct tyre pressures

		<ul style="list-style-type: none"> tyres free from excessive wear and damage lubrication sites identified absence of oil leaks ram safety stops available Isolation devices working where fitted and correctly deployed e.g. cab switch isolator for third service lift chains undamaged (if masted machine) condition of mast rollers (if masted machine)
		<p>To include:</p> <ul style="list-style-type: none"> all pre-start checks applicable to the forklift truck being used for the assessment – as specified in the manual
		<p>May include:</p> <ul style="list-style-type: none"> mirrors adjusted for clear view steering wheel adjusted to suit operator seat adjusted to suit operator condition and function of seatbelt
		<p>To include:</p> <ul style="list-style-type: none"> controls in neutral cold starting technique demonstrated or explained engine started SAFE STOP procedures followed
		<p>To include:</p> <ul style="list-style-type: none"> hydraulic functions fully tested to ensure correct, smooth operation and absence of leaks before lifting any loads
		<p>To Include:</p> <ul style="list-style-type: none"> any suitable method of checking parking brake
		<p>To include:</p> <ul style="list-style-type: none"> all round observation before moving off brakes checked by driving short distance on level, smooth ground and applying the foot brake
7	Explain the factors that can affect the stability of the Forklift truck	<p>May include:</p> <ul style="list-style-type: none"> exceeding safe working load turning at speed operating with a soft tyre uneven ground turning on a slope carrying load too high load not centrally placed articulation under load 'live' loads

		<p>May include:</p> <ul style="list-style-type: none"> • exceeding safe working load • forks not fully inserted • aggressive braking • travelling forward down a slope when loaded • incorrect use of tilt at high level loading • boom not fully retracted • 'live' loads
		<p>To include:</p> <ul style="list-style-type: none"> • load centre is 'the distance from the centre of the load to the front vertical face of the fork • if the load centre is greater (i.e. an extended load) the lifting capacity is reduced • de-rating if using alternate attachments, extended loads or undercutting
		<p>May include:</p> <ul style="list-style-type: none"> • slopes and ground conditions • stability of loads • overall weight and weight distribution of load • Safe Working Load (SWL) of lift truck • carrying extended loads • using alternative attachments • undercutting • 'live' loads
8	Prepare to move the load	<p>To include:</p> <ul style="list-style-type: none"> • assess condition of load • assess weight of load • assess security and condition of load • estimate load centre
9	Set the fork width to ensure stability of the load	<p>To include:</p> <ul style="list-style-type: none"> • fork width adjusted to suit load • safe techniques used
		<p>To include:</p> <ul style="list-style-type: none"> • avoid manual handling where possible, use safe manual handling techniques
10	Operate the forklift truck	<p>To include:</p> <ul style="list-style-type: none"> • operate controls in correct sequence according to manufacturer's handbook/operator's manual • ensure all around observation • use correct 'move off' procedure as outlined in manufacturers handbook/operator's manual • travel with forks at appropriate height (as determined by individual Risk Assessment) • use horn when approaching corners, blind bends or entrances

11	Pick up, travel with and place loads	<p>To include:</p> <ul style="list-style-type: none"> • apply parking brake • transmission in neutral when lifting and lowering - apart from minor adjustments on rough terrain • insert forks cleanly without damaging or moving the pallet/stillage/box • use 'undercutting' technique as necessary • use of side-shift (if fitted)
		<p>To include:</p> <ul style="list-style-type: none"> • maintain all-round observation • carry load at minimum height without scraping • drive at suitable speed • accurate negotiation of course • ensure operator remains inside frame/cab at all times
		<p>To include:</p> <ul style="list-style-type: none"> • moving a load which should be at least $\frac{1}{2}$ of the maximum lifting capacity of the truck • positioning loads at ground level • positioning loads at operator's eye level • positioning loads at least $\frac{1}{2}$ of the maximum lift height of the truck • stacking in front of a vertical face • stacking alongside similar loads • use of side-shift (if fitted) • load placed safely • insert/withdraw forks without moving or damaging the load
12	Park and secure the machine	<p>To include:</p> <ul style="list-style-type: none"> • move to secure site • SAFE STOP procedure followed • dismount from the machine safely using correct hand and footholds • lock cab (if applicable) • isolate battery (if applicable)
13	Describe how to clean the forklift truck and equipment after use and the reasons for cleaning	<p>May include:</p> <ul style="list-style-type: none"> • prevents personal contamination • prevents corrosion • prevents soiling of roads • makes visual inspection for damage possible • facilitates maintenance and adjustments
		<p>May include:</p> <ul style="list-style-type: none"> • a brush • compressed/blown air

		<ul style="list-style-type: none"> • water/pressure washer
		To include: <ul style="list-style-type: none"> • eye/face protection • safety footwear • overall/coverall • hand protection • dust mask
14	Describe post-operational checks	May include: <ul style="list-style-type: none"> • inspect for wear and damage • faults can be identified prior to being used again • could prevent another operator from using it if in a potentially dangerous condition

227 - Prepare and operate a counter balance forklift truck

Activity number and description from check list	Assessment Criteria
<p>1</p> <p>Carry out a site-specific hazard and risk assessment</p>	<p>May include:</p> <ul style="list-style-type: none"> • slopes • ground conditions • contact with moving parts • manual handling • overhead obstructions • overhead power lines (OHPL) • surface obstructions • people and/or animals • ditches/waterways • hot components • fuel and oil • bio hazards • dust/fungal spores <p>To include:</p> <ul style="list-style-type: none"> • evaluate risks • implement appropriate control measures • confirm that the condition of the site is acceptable • confirm who they would report to if the site condition is unsuitable
<p>2</p> <p>Describe the relevant health and safety legislation in relation to forklift truck operations</p>	<p>Must include:</p> <ul style="list-style-type: none"> • The Lifting Operations and Lifting Equipment Regulations (LOLER): <ul style="list-style-type: none"> ○ lift trucks must have a record of inspection ○ Lift trucks must have a certificate of thorough examination <p>May include:</p> <ul style="list-style-type: none"> • Health and Safety at Work Etc. Act (HASAWA): <ul style="list-style-type: none"> ○ duties imposed on the employer/employee/others • Provision and Use of Work Equipment Regulations (PUWER): <ul style="list-style-type: none"> ○ machine must be properly maintained according to manufacturer's recommendations ○ vehicles must be fitted with Falling Objects Protection Systems (FOPS) and Roll Over Protection Systems (ROPS) • Management of Health and Safety at Work Regulations (MHSWR): <ul style="list-style-type: none"> ○ comply with risk assessments • Control of Substances Hazardous to Health (COSHH): <ul style="list-style-type: none"> ○ fuel handling and protection from contaminants

		<ul style="list-style-type: none"> Personal Protective Equipment Regulations (PPE): <ul style="list-style-type: none"> PPE must be provided, maintained and worn Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR): <ul style="list-style-type: none"> certain categories of injuries must be reported
		<p>May include:</p> <ul style="list-style-type: none"> the lift truck is fitted with a restraint system if there is a possibility of overturning the Capacity Plate or Safe Working Load (SWL) plate must not be exceeded machine used in accordance with HSE guidance PM28 if used with an attached personnel access platform operator must be trained and competent operator has written authorisation to use the machine operator to be within confines of the cab/canopy
3	Select and use the appropriate personal protective clothing and equipment	<p>May include (subject to risk assessment):</p> <ul style="list-style-type: none"> safety boots ear defenders dust mask head protection face/eye protection hand protection non-snag clothing any other protection highlighted in the risk assessment
4	Identify and explain the function of all instruments and controls	<p>To include:</p> <ul style="list-style-type: none"> Candidates must safely mount and dismount from forklift truck using hand and footholds provided (usually facing inwards)
		<p>To include:</p> <ul style="list-style-type: none"> all internal/external controls and instrumentation applicable to the forklift truck being used for the assessment
		<p>To include:</p> <ul style="list-style-type: none"> interpretation of information and warning symbols interpretation of decals
		<p>To include:</p> <p>safe load indicator/warning device</p>
5	Carry out checks to the forklift truck to ensure that it is safe to use	<p>To include:</p> <ul style="list-style-type: none"> horn working reversing alert/warning system all lights working cab glass undamaged and clean wipers in working order mirrors clean and undamaged

		<ul style="list-style-type: none"> • indicators clearly visible and undamaged • operator presence controls • the Capacity Plate or Safe Working Load (SWL) plate must be in place and SWL must not be exceeded • all moving parts, belts, pulleys and chains are guarded • hydraulic pipework (condition and routing) • pallet forks are a matched pair, compatible with machine, in good condition and secure • wheel nuts tight and secure • correct tyre pressures (if applicable) • tyres free from excessive wear and damage • lubrication sites identified • absence of oil leaks • Isolation devices working where fitted and correctly deployed e.g. cab switch isolator for third service • lift chains undamaged • condition of mast rollers
		<p>To include:</p> <ul style="list-style-type: none"> • all pre-start checks applicable to the forklift truck being used for the assessment – as specified in the manual
		<p>May include:</p> <ul style="list-style-type: none"> • mirrors adjusted for clear view • steering wheel adjusted to suit operator • seat adjusted to suit operator • condition and function of seatbelt
		<p>To include:</p> <ul style="list-style-type: none"> • controls in neutral • cold starting technique demonstrated or explained (if applicable) • engine started/power activated • SAFE STOP procedures followed
		<p>To include:</p> <ul style="list-style-type: none"> • hydraulic functions fully tested to ensure correct, smooth operation and absence of leaks before lifting any loads
		<p>To Include:</p> <ul style="list-style-type: none"> • any suitable method of checking parking brake
		<p>To include:</p> <ul style="list-style-type: none"> • all round observation before moving off • brakes checked by driving short distance on level, smooth ground and applying the foot brake
6	Explain the factors that can affect the stability of the Forklift truck	<p>May include:</p> <ul style="list-style-type: none"> • exceeding safe working load • turning at speed • operating with a soft tyre (if applicable) • uneven ground • turning on a slope • carrying load too high

		<ul style="list-style-type: none"> • load not centrally placed • 'live' loads
		May include: <ul style="list-style-type: none"> • exceeding safe working load • forks not fully inserted • aggressive braking • travelling forward down a slope when loaded • incorrect use of tilt at high level loading • 'live' loads
		To include: <ul style="list-style-type: none"> • load centre is 'the distance from the centre of the load to the front vertical face of the fork • if the load centre is greater (i.e. an extended load) the lifting capacity is reduced • de-rating if using alternate attachments, extended loads or undercutting
		May include: <ul style="list-style-type: none"> • slopes and ground conditions • stability of loads • overall weight and weight distribution of load • Safe Working Load (SWL) of lift truck • carrying extended loads • using alternative attachments • undercutting • 'live' loads
7	Prepare to move the load	To include: <ul style="list-style-type: none"> • assess condition of load • assess weight of load • assess security and condition of load • estimate load centre
8	Set the fork width to ensure stability of the load	To include: <ul style="list-style-type: none"> • fork width adjusted to suit load • safe techniques used
		To include: <ul style="list-style-type: none"> • avoid manual handling where possible, use safe manual handling techniques
9	Operate the forklift truck	To include: <ul style="list-style-type: none"> • operate controls in correct sequence according to manufacturer's handbook/operator's manual • ensure all around observation • use correct 'move off' procedure as outlined in manufacturers handbook/operator's manual • travel with forks at appropriate height (as determined by individual Risk Assessment) • use horn when approaching corners, blind bends or entrances
10	Pick up, travel with and place loads	To include: <ul style="list-style-type: none"> • apply parking brake • transmission in neutral when lifting and lowering - apart from minor adjustments on rough terrain

		<ul style="list-style-type: none"> insert forks cleanly without damaging or moving the pallet/stillage/box use 'undercutting' technique as necessary use of side-shift (if fitted)
		<p>To include:</p> <ul style="list-style-type: none"> maintain all-round observation carry load at minimum height without scraping drive at suitable speed accurate negotiation of course ensure operator remains inside frame/cab at all times
		<p>To include:</p> <ul style="list-style-type: none"> moving a load which should be at least ½ of the maximum lifting capacity of the truck positioning loads at ground level positioning loads at operator's eye level positioning loads at least ½ of the maximum lift height of the truck stacking in front of a vertical face stacking alongside similar loads use of side-shift (if fitted) load placed safely insert/withdraw forks without moving or damaging the load
11	Park and secure the machine	<p>To include:</p> <ul style="list-style-type: none"> move to secure site SAFE STOP procedure followed dismount from the machine safely using correct hand and footholds lock cab (if applicable) isolate battery (if applicable)
12	Describe how to clean the forklift truck and equipment after use and the reasons for cleaning	<p>May include</p> <ul style="list-style-type: none"> prevents personal contamination prevents corrosion prevents soiling of roads makes visual inspection for damage possible facilitates maintenance and adjustments
		<p>May include:</p> <ul style="list-style-type: none"> a brush compressed/blown air water/pressure washer
		<p>To include:</p> <ul style="list-style-type: none"> eye/face protection safety footwear overall/coverall hand protection dust mask
13	Describe post-operational checks	<p>May include:</p> <ul style="list-style-type: none"> inspect for wear and damage faults can be identified prior to being used again could prevent another operator from using it if in a potentially dangerous condition

228 – Operate a rough terrain telescopic or masted forklift truck for materials handling

Activity number and description from check list		Assessment Criteria
1	Describe the safe use of appropriate attachments	May include: <ul style="list-style-type: none"> • compatibility of attachment • hitch type • hydraulic connections • safe working load of attachment • effect on safe working load of machine
2	Fit and secure an attachment	To include: <ul style="list-style-type: none"> • attachment checked for condition and suitability • pallet forks removed safely • attachment fitted safely • accurate driving • correct use of controls • attachment secured correctly • isolation controls used (if applicable) • connect hydraulic services (if applicable)
3	Carry out an operation using the attachment	To include: <ul style="list-style-type: none"> • drive at suitable speed without sudden acceleration or braking • maintain all-round observation • accurate driving and operation • ensure operator remains inside frame/cab at all times • use traction aids on rough terrain if required • operation carried out as designated by task specification • operation carried out safely using appropriate controls according to machine type
4	Remove attachment and re-attach forks	To include: <ul style="list-style-type: none"> • move to appropriate site • disconnect hydraulic services (if applicable) • remove attachment in a safe manner • re-attach pallet forks

Appendix 1 Practical tables

226 – Prepare and operate a rough terrain telescopic or masted forklift truck

All criteria must be achieved.

Activity number and description		Achieved
1. Carry out a site-specific hazard and risk assessment		
2. Describe the relevant health and safety legislation in relation to forklift truck operations		
3. Describe the relevant legal and safety considerations when operating a forklift truck on or near a public highway		
4. Select and use the appropriate personal protective clothing and equipment		
5. Identify and explain the function of all instruments and controls		
6. Carry out checks to the forklift truck to ensure that it is safe to use		
7. Explain the factors that can affect the stability of the Forklift truck		
8. Prepare to move the load		
9. Set the fork width to ensure stability of the load		
10. Operate the forklift truck		
11. Pick up, travel with and place loads		
12. Park and secure the machine		
13. Describe how to clean the forklift truck and equipment after use and the reasons for cleaning		
14. Describe post-operational checks		
Grade (P/X)		
Candidate signature and date		
Assessor signature and date		
Assessor Feedback:		

227 – Prepare and operate a counter balance forklift truck

All criteria must be achieved.

Activity number and description		Achieved
1. Carry out a site-specific hazard and risk assessment		
2. Describe the relevant health and safety legislation in relation to forklift truck operations		
3. Select and use the appropriate personal protective clothing and equipment		
4. Identify and explain the function of all instruments and controls		
5. Carry out checks to the forklift truck to ensure that it is safe to use		
6. Explain the factors that can affect the stability of the Forklift truck		
7. Prepare to move the load		
8. Set the fork width to ensure stability of the load		
9. Operate the forklift truck		
10. Pick up, travel with and place loads		
11. Park and secure the machine		
12. Describe how to clean the forklift truck and equipment after use and the reasons for cleaning		
13. Describe post-operational checks		
Grade (P/X)		
Candidate signature and date		
Assessor signature and date		
Assessor Feedback:		

228 – Operate a rough terrain telescopic or masted forklift truck for materials handling

All criteria must be achieved.

Activity number and description		Achieved		
1.	Describe the safe use of appropriate attachments			
2.	Fit and secure an attachment			
3.	Carry out an operation using the attachment			
4.	Remove attachment and re-attach forks			
Grade (P/X)				
Candidate signature and date				
Assessor signature and date				
Endorsement				
Assessor Feedback:				

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. To download the documents and to find other useful documents, go to **www.cityandguilds.com** or click on the links below:

Centre handbook: quality assurance standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- Centre quality assurance criteria and monitoring activities
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

Centre assessment: quality assurance standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements, or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.

Access arrangements: when and how applications need to be made to City & Guilds

This 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 document library** also contains useful information on such things as:

- Conducting examinations
- Registering learners
- Appeals and malpractice

Useful contacts

Please visit the **contact us** section of the City & Guilds website.

City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

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