

Level 2 Certificate in Aircraft Maintenance (2680-02)

February 2020 Version 1.0

Qualification Handbook

Qualification at a glance

Subject area	Engineering and Manufacturing
City & Guilds number	2680-02
Age group approved	16-19, 19+
Assessment	Centre Devised
Approvals	Fast track approval
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Certificate in Aircraft Maintenance	2680-02	603/5494/X

Contents

Qualification at a glance	2
Contents	3
1 Introduction	4
Structure	4
Total Qualification Time	6
2 Centre requirements	7
Approval	7
Resource requirements	7
Learner entry requirements	7
3 Delivering the qualification	8
Initial assessment and induction	8
4 Assessment	9
Summary of assessment methods	9
5 Grading	10
6 Units	12
Structure of the units	12
Unit 201 Human Factors in Aviation	13
Guidance	25
Unit 202 Fundamentals of Aircraft Maintenance Practices and Policy	26
Guidance	34
Unit 203 Fundamentals of Aircraft Documentation	35
Guidance	39
Unit 204 Flight Line Maintenance of Aircraft	40
Guidance	48
Unit 205 Fundamentals of Aircraft Construction	49
Guidance	60
Unit 206 Fundamentals of Airframe Structural Inspection and Husbandry	61
Guidance	71
Unit 207 Working Safely with Aircraft Armament Systems	72
Guidance	81
Appendix 1 Relationships to other qualifications	82
Appendix 2 Sources of general information	83

1 Introduction

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

Area	Description
Who is the qualification for?	This qualification is aimed at learners who work in the Aerospace and Aviation sector as an aircraft maintenance mechanic.
What do the qualifications cover?	The qualification allows learners to learn, develop and practise the knowledge and skills required for employment and/or career progression in the maintenance and ground handling of military and civil aircraft in the Aerospace and Aviation sector.
What opportunities for progression are there?	On successful completion of the standard, learners are able to progress to the Higher Technician Family of Apprenticeships, such as the Engineering Technician.
Who did we develop the qualification with?	These qualifications were developed by the Aerospace Engineering Trailblazer Employer Group led by the MOD and BAE systems.
Is it part of an apprenticeship framework or initiative?	The qualification is included in the Engineering and Manufacturing route of Apprenticeship standards e.g. Aviation Maintenance Mechanic Standard.

Structure

To achieve the Level 2 Certificate in Aircraft Maintenance, learners must achieve all the mandatory units 201, 202, 203, 204 and **one** optional unit from 205 or 206. Unit 207 is an elective unit and is not mandated in any combination

Level 2 Certificate in Aircraft Maintenance

City & Guilds unit number	Unit title	GLH
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Learners must achieve the 4 Mandatory units, plus **one** optional unit

Mandatory

201	Human factors in aviation	40
202	Fundamentals of aircraft maintenance practices and policy	35
203	Fundamentals of aircraft documentation	25
204	Flight line maintenance of aircraft	40

Optional – one from either unit 205 or unit 206

205	Fundamentals of aircraft construction	40
206	Fundamentals of airframe structural inspection and husbandry	40

Elective Unit

207	Working safely with aircraft armament systems	40
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Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Certificate in Aircraft Maintenance	180	220

2 Centre requirements

Approval

If your Centre is approved to offer the qualification Level 2 Certificate in Aircraft Maintenance (2675-01) then you can apply for the new Level 2 Certificate in Aircraft Maintenance (2680-02) approval using the fast track approval form, available from the City & Guilds website. Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, 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 qualifications before designing a course programme.

Resource requirements

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] 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 recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

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

Learner entry requirements

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

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as these qualifications are not approved for under 16s.

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 qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- 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.

4 Assessment

Summary of assessment methods

Each unit is assessed via a minimum of one centre devised assessment. These assessments will consist of either multiple-choice or short answer tests or a combination of both.

All centre devised assessments need to be approved by the appointed EQA for the centre, prior to delivery of the scheme. Following scheme approval, centre devised assessments will be continually monitored as part of the normal EQA process.

5 Grading

Grading of individual assessments

Individual assessments are graded Pass/Merit/Distinction and contribute equally to the overall qualification grade. For the qualification to be achieved all assessments must be achieved at a minimum of Pass as per the centre devised marking scheme.

Grading of qualification

The Aerospace Engineering Apprenticeship Employer Group has taken the decision to grade the qualification Pass/Merit/Distinction, through the aggregation of individual assessments which are graded Pass/Merit/Distinction.

Grading can be of use both as a motivational tool within the learning environment and also to learners presenting evidence of their knowledge to prospective employers.

All assessments must be achieved at a minimum of Pass for the qualification to be awarded. All assessments graded Pass/Merit/Distinction contribute equally to the overall qualification grade.

Centres will need to calculate the qualification grade as follows:

- Centre will mark and grade each graded assessment
- The grade achieved by a learner will need to be converted into points as follows:

Individual assessment grade	Grade points
Pass	4
Merit	6
Distinction	8

Grade points for each assessment need to be added together and the overall qualification grade determined using the following conversion table:

Total grade points	Overall qualification grade
20-25	Pass
26-35	Merit
36-40	Distinction

Overall qualification grades must be entered using **one** of the following overall grading modules on the Walled Garden:

- 901 Pass
- 902 Merit
- 903 Distinction

Example

Learner A has achieved the following:

Assessment	Grade achieved	Grade points
Mandatory		
2680-201	Merit	6
2680-202	Pass	4
2680-203	Pass	4
2680-204	Pass	4
Optional		
2680-205 or 206	Merit	6
Total grade points		24
Overall qualification grade		Pass

6 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Learning outcomes, which are comprised of a number of assessment criteria

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use. This may be covered by a practical demonstration (e.g. video).

Unit 201

Human Factors in Aviation

Level:	Level 3
GLH:	40
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS Unit 001 and Level 3 NOS Unit 003
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to give the learner a comprehensive knowledge of human factors within the aircraft industry to assist them in living and working safely. It is a mandatory subject within the industry. The unit covers the complete syllabus of EASA Module 9 for Category B1 and B2 licences.

Assessment type Centre devised multiple choice/short answer tests

Learning outcome:

The learner will:

1. Understand why human factors are important in aviation

Assessment criteria

The learner can:

- 1.1 explain the term 'Human Factors' and how it is used in aviation
- 1.2 explain why human factors are important in the aeronautical engineering workplace
- 1.3 explain categories of human factor that are important to aeronautical engineering staff.

Range

AC 1.1

Meaning of the term

SHEL Model, 'Murphy's Law', anthropometry

AC 1.2

Safety of employees, passengers, people on the ground

Safety of assets (e.g. aircraft, equipment)

Long-term health of employees

Efficiency of the organisation

AC 1.3

Working environment
Work patterns
Social habits
Work-load
Communication
Employee health

Learning outcome

The learner will:

2. Understand features and limitations of human performance

Assessment criteria

The learner can:

- 2.1 explain how images are seen and interpreted by humans
 - 2.2 explain how sounds are heard and interpreted by humans
 - 2.3 describe how variations in an individual's sight and hearing can affect their behaviour
 - 2.4 explain limitations of human memory
 - 2.5 describe factors that affect mental attention span
 - 2.6 explain how working in challenging environments presents risks to airworthiness.
-

Range

AC 2.1

Main parts of the eye
How each part of the eye reacts to light
Rods and cones
Seeing in high and low light
Peripheral vision
Interpretation by the brain

AC 2.2

Main parts of the ear
Vulnerable parts of the ear
Effect of noise – percussive, prolonged high intensity, varying pitch
Noise Induced Hearing Loss (NIHL)
Legal requirements for hearing protection
Correct protection for frequency range

AC 2.3

Individually and in combination (such as in older people)
Sight including

- Long and short sight
- Optical illusion including the strobe effect

- Persistence
- Moving from light area to work in the dark
- Optimum lighting for typical tasks
- Long and short sight
- Use of spectacles and magnifiers

Hearing including

- High and low tone deafness
- Tinnitus
- Hearing damage, poor communication
- Social isolation (at work and at home)

AC 2.4

Limitations of human memory includes:

Time from exposure to information

Form that information is in (audio, visual, words, pictures etc.)

Fatigue

Age

Complexity of information

Artificial stimulants/depressants

Types (iconic, echoic, episodic, semantic)

AC 2.5

Factors that affect attention span:

Overconfidence

Boredom

Fatigue

Complexity of information

Artificial stimulants/depressants

AC 2.6

At height and in confined spaces e.g.

Claustrophobia

Fear of heights

Limited access/egress to a large space

Confined space

Specific tasks (e.g. inspections on fuselage crown or in equipment bays)

Low concentration

Rushing the task

Cutting corners

Poor vision

Learning outcome

The learner will:

3. Understand aspects of social psychology

Assessment criteria

The learner can:

- 3.1 explain areas of individual and group responsibility in aircraft engineering environments
 - 3.2 explain motivation and de-motivation
 - 3.3 explain 'peer pressure'
 - 3.4 explain company culture
 - 3.5 explain the concepts of team working
 - 3.6 identify the primary responsibilities of engineering managers and supervisors
 - 3.7 discuss the basic concept of leadership.
-

Range

AC 3.1

Outline of a typical organisation (must include maintenance)

Typical roles and responsibilities

Individuals and groups or teams

Individual responsibility when working alone and within a team

Group or team responsibilities

Overview of group and inter-group dynamics e.g. rivalry, polarisation, 'social loafing'

AC 3.2 To include an overview of

Fulfilling individual needs

Maslow's Hierarchy of Needs

Individual motivation

Motivation by management

Characteristics of motivation and de-motivation

How they are affected by internal and external factors (e.g. Management decisions, personal situation)

AC 3.3

Conformity and non-conformity

Pressure from co-workers, not management

Advice and pressure from more experienced colleagues to adopt particular work practices

How it can affect performance of maintenance tasks

AC 3.4

Overview of different types of culture (e.g. safety, organisational, shift, team, social)

More detailed knowledge of safety culture and the individual

How company culture can compromise best working practices

AC 3.5

What is a team?

Advantages and disadvantages of team working

Team identity

Working with other teams
Ownership of tasks
Communication
Co-operation
Mutual support

AC 3.6

Difference between management and supervisor roles
What should an employee expect from a supervisor? (e.g. motivation, support, guidance)
Engineering organisations (e.g. Part 145, military maintenance organisation)

AC 3.7

What is a leader?
The basic characteristics of a leader.
How and when any individual might provide leadership (e.g. passing on knowledge and experience to colleagues, organising and directing group tasks, inspection and reporting on the work of others)

Learning outcome

The learner will:

4. Understand personal factors that affect human performance

Assessment criteria

The learner can:

- 4.1 explain effects of personal health and fitness on work performance
- 4.2 identify types and sources of stress
- 4.3 explain how stress can affect individual performance at work
- 4.4 explain effects of setting time deadlines on individual work performance
- 4.5 explain the concept of work overload and underload
- 4.6 explain the effects of shift work on sleep and fatigue
- 4.7 explain the effects of alcohol, medication and substance abuse
- 4.8 explain the personal legal obligations of individuals in the aviation industry.

Range

AC 4.1

Legal requirement for individual physical and mental fitness while at work

Types of medical condition that might affect work such as

- Minor illness (e.g. cold, 'flu, sickness etc.)
- Major physical illness (e.g. heart attack, stroke, cancer etc.)
- Mental illness (e.g. depression etc.)
- Minor physical injury (e.g. sprained wrist, pulled muscle, cramp etc.)
- Major physical injury (e.g. broken bones, lacerations etc.)

- Effects of toxins and other substances (e.g. carbon monoxide, alcohol, drugs etc.)
- Gradual deterioration in physical condition

AC 4.2

Define 'stress' (eustress, distress, acute stress, chronic stress, hypo stress, hyper stress)

Types of stress:

- Acute and chronic stress
- Signs of stress (physical, health, behaviour, cognitive, other)

Sources of stress:

- Home (e.g. family illness, divorce etc.)
- Work (organisational, task related)

AC 4.3

Lack of Motivation

Difficulty in concentrating

Defensiveness

Interpersonal conflicts

AC 4.4

Actual, perceived and self-imposed deadlines

Effects of time pressure and deadlines

Managing time pressure and deadlines

AC 4.5

Definition of work overload and underload

Results of work overload and underload

Factors determining workload

Workload management

AC 4.6

What is sleep?

Five stages of sleep

Circadian rhythms

Fatigue (causes, symptoms)

Advantages and disadvantages of shift work

Working at night

Types of shift pattern

AC 4.7

Effects of alcohol

Removal of alcohol from the blood

Effects while fatigued, hungry or combined with medication

Types, effects, short and long-term consequences of abuse of:

- Alcohol
- Prescription medication
- Over-the-counter medication

- Illegal drugs
- Effects on individual work performance

AC 4.8

Alcohol limits and legal requirements for aircraft engineers

CAP 562/AN47

Transport legislation/AN45

Health and Safety legislation

Learning outcome

The learner will:

5. Understand how physical aspects of the working environment affect human performance

Assessment criteria

The learner can:

- 5.1 explain effects of noise on individuals and groups
 - 5.2 explain effects of fumes on individual performance
 - 5.3 explain effects of varying illumination on an individual performance
 - 5.4 explain effects of variations in climate on an individual performance
 - 5.5 explain effects of exposure to constant motion and vibration while working
 - 5.6 explain the three components of the working environment and the effect of layout on individual performance.
-

Range

AC 5.1 effects on:

Concentration

Communication

AC 5.2 effects on:

Concentration

Communication

Longer term effects

Safe oxygen levels

AC 5.3

Ability to see detail

Moving between areas of different illumination, including well-lit hangar and night flight line

Strobe effect and propellers

AC 5.4

Cold/wet, warm/dry, hot/humid environments

AC 5.5

Working at height on scissor platforms and cherry picker

Unsteady platforms

Use of rotating or percussive tools

Vibration White Finger (VWF)

AC 5.6

The three components of a working environment as taken directly from the EASA Syllabus and itemised in CAA CAP715:

- Social Environment e.g. Individual & team responsibilities, motivation, culture, management
- Physical Environment e.g. Noise, illumination, temperature, confined spaces, workplace layout, fumes, cleanliness
- Tasks: Physical work, repetitive tasks

Learning outcome

The learner will:

6. Understand how categories of tasks can affect human performance

Assessment criteria

The learner can:

- 6.1 explain the importance of planning the execution of a task
- 6.2 explain effects of physically demanding work on individual performance
- 6.3 explain effects of repetitive tasks on individual performance
- 6.4 explain aspects of visual inspection
- 6.5 explain aspects of working on complex systems.

Range

AC 6.1

Defining the task

Defining the resources

Personal skills and proficiency

Information

AC 6.2

Health and physical condition, effects of ageing

Work environment

Physical effort

Effects of ageing

AC 6.3

Ignoring manuals, job cards etc.

Complacency

Making assumptions

AC 6.4

Importance of good eyesight
Knowledge of the inspection area
Illumination
Concentration
Systematic search

AC 6.5

Simple system: transparent to the engineer
Complex system: opaque to the engineer
Clear understanding of the purpose of the system
System-specific training
Pooling of knowledge and skills
Clear and comprehensive information and guidance

Learning outcome

The learner will:

7. Understand communication in the workplace

Assessment criteria

The learner can:

- 7.1 explain the importance of good communication in the workplace
 - 7.2 explain the importance of accurate work logging
 - 7.3 explain modes of communication between individuals and teams
 - 7.4 explain the importance of maintaining individual professional currency
 - 7.5 explain the importance of information dissemination.
-

Range

AC 7.1

Within and between groups
Prevention of accidents
Maintaining good working relations
Organisational efficiency

AC 7.2

Formal work logging
Shift logging
Shift handover
Task staging
Duplicate
Inspection
Stage sheets/check

AC 7.3

Verbal

Written

Body language

Workplace social culture

Communication between all levels of an organisation

AC 7.4

Refresher training

Reading briefing material

Notices and amendments to maintenance procedures

Reading professional journals

Undertaking up-skilling and further licence training

Learning outcome

The learner will:

8. Understand the causes of human error

Assessment criteria

The learner can:

- 8.1 explain the error models and theories used in aeronautical engineering
- 8.2 explain types of error that occur during work on aircraft
- 8.3 describe the error-incident-accident chain
- 8.4 describe methods of managing and avoiding errors.

Range**AC 8.1**

Induced

Variable

Reversible/irreversible

Slips, lapses and mistakes

The 'Swiss Cheese Model'

AC 8.2

Complacency

Environmental capture

Rule-based errors

Violations

Individual practices and habits

Errors associated with visual inspection

Latent/active errors

AC 8.3

Self-discipline
Safety Management System
Anonymous and blame-free reporting
Training
Logging and analysis

Learning outcome

The learner will:

9. Understand the human factor aspects of aircraft incidents

Assessment criteria

The learner can:

- 9.1 analyse an incident report to extract information
 - 9.2 identify a sequence of events from a narrative report
 - 9.3 identify human factors contributing to an incident
 - 9.4 draw conclusions from incident data.
-

Range

AC 9.1

Using extracts from an actual report or a realistic example
Filter out irrelevant detail

AC 9.2

How, why, when where, who
Use presentation aids such as flow diagrams
Identify what should have been done

AC 9.3

Analyse the information and identify contributing factors
Including where possible:
Personal behaviour
Environmental conditions
Management
Organisational culture
Using e.g. Maintenance Engineering Decision Aid (MEDA), Maintenance Error Management System (MEMS)

AC 9.4 To include brief details of:

Environment
Personal issues
Organisation
Nature and mix of allocated tasks

Recommendations for preventative action

Unit 201 Human Factors in Aviation

Supporting Information

Guidance

The teaching of the knowledge content of this unit should be referenced to the Civil Aviation Authority (CAA) publication CAP715 or its military equivalents.

This unit contains the complete syllabus of EASA 2042/2003 part 66 Basic Knowledge Requirements Module 9 – Human Factors. The equivalent EASA knowledge level indicators for each of the above outcomes are listed below with an abridged description of each level:

Level 1 – “A familiarisation with the principal elements of the subject”

Level 2 – “A general knowledge of the theoretical and practical aspects of the subject”

Level 3 – “A detailed knowledge of the theoretical and practical aspects of the subject”

Outcome 1: EASA Level 2

Outcome 2: EASA Level 2

Outcome 3: EASA Level 1

Outcome 4: EASA Level 2

Outcome 5: EASA Level 1

Outcome 6: EASA Level 1

Outcome 7: EASA Level 2

Outcome 8: EASA Level 2

Outcome 9: EASA Level 2

Note: the above list equates to the EASA requirement for category B licences and is for guidance only. It is primarily for those learners wishing to sit the CAA examination in this subject.

Unit 202

Fundamentals of Aircraft Maintenance Practices and Policy

Level:	Level 2
GLH:	35
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS Units 001, 003.
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to provide learners with a detailed understanding of aircraft maintenance practices and policies.

Assessment type Centre devised multiple choice/short answer tests

Learning outcome:

The learner will:

1. Understand maintenance procedures

Assessment criteria

The learner can:

- 1.1 explain the structure of maintenance lines
- 1.2 explain preventative and corrective maintenance
- 1.3 explain non-routine maintenance procedures.

Range

AC 1.1

Define the term maintenance

Explain the depths of aircraft maintenance including

- Forward and depth support

AC 1.2

Explanation of maintenance cycles including

- Flight, Primary, Minor and Major maintenance

Preventative maintenance including

- Servicing, Scheduled, Condition based,

Corrective maintenance including

- Inspect and Repair as Necessary (IRAN)

AC 1.3

Out-of-phase maintenance
Servicing instructions
Special technical instructions
Urgent technical instructions
Routine technical instructions
Modifications
Aviation local technical instructions

Learning outcome

The learner will:

2. Understand the requirements of environmental protection and health and safety legislation

Assessment criteria

The learner can:

- 2.1 explain requirements of environmental legislation as applicable to engineering environments
 - 2.2 explain requirements of health and safety legislation.
-

Range

AC 2.1

Define environmental protection
Purpose and responsibilities of individuals
Chain of command
Identify hazards associated with spillages and pollution
Actions to prevent spillages and pollution
Action in event of spillages and pollution
Procedures for dealing with typical Dangerous Engineering Substances (DES)

AC 2.2

The Health and Safety at Work Act 1974 (HASWA) and its regulations including:

- The responsibilities of employers and employees
- Chain of command

Implementation of HASAW including:

- Safety policy statement
- Station H&S organisation
- Responsibilities of individuals dealing with Control of Substances Hazardous to Health (COSHH)
- Different types and correct use of PPE

Typical Dangerous Engineering Substances (DES) including:

- Typical symbols and signs associated with DES
 - First Aid for typical DES
 - Action to be taken by individuals whenever danger is perceived
-

Working at Height (WAH) Regulations including:

- Definitions, responsibilities and precautions
- Safety equipment associated with WAH: responsibilities of people concerned, correct usage

Working in confined spaces

Learning outcome

The learner will:

3. Understand the purpose of quality management systems

Assessment criteria

The learner can:

- 3.1 explain the purpose of quality systems
 - 3.2 describe operation of quality systems.
-

Range

AC 3.1

With particular reference to the primary organisation or associated organisation including:

- RN, RAF, MOD contractor organisation that is holder of Air Operators Certificate,
- Authorised Part M organisation
- Supplier
- Auditing body supplier
- Auditing body

Need for a quality system

Aim of quality management systems

AC 3.2

Within the primary organisation or associated organisation including:

Typical responsibilities

Techniques and methods

Implications of quality failures

Corrective action

Quality audits

Learning outcome

The learner will:

4. Understand the need for the prevention of Foreign Object Damage (FOD)
-

Assessment criteria

The learner can:

- 4.1 explain causes of FOD
 - 4.2 describe effects of FOD
 - 4.3 describe methods to prevent FOD.
-

Range

AC 4.1

Definition

Typical causes

AC 4.2

Effect on aircraft including:

Damage to engines and airframes, expensive to repair and replace

Potential for personal injury loss of life

AC 4.3

Prevention methods including:

Responsibilities of individuals

Promotion of FOD prevention culture including:

- Continuous positive attitude
 - Work operational procedures that promote FOD prevention such as:
 - Tool control
 - Maintenance & personal debris
 - Aircraft and workplace husbandry
 - Regular FOD sweeps
 - Sufficient, and accessible, waste receptacles
-

Learning outcome

The learner will:

5. Understand responsibilities of individuals for flight safety

Assessment criteria

The learner can:

- 5.1 explain the meaning of flight safety
 - 5.2 explain individuals' responsibilities for maintaining flight safety.
-

Range

AC 5.1

Definition and aims of flight safety

The principle of a 'Just culture'/'No blame culture'

AC 5.2

Responsibilities of individuals

Actions to report flight safety accidents/incidents

Personal attitude within a flight safety culture

Identify, flight safety posters, pamphlets and magazines

Identify aircraft hazard warning symbols

Identify typical hazards, and safety precautions to be observed when moving around aircraft e.g.

- Taxing aircraft propellers and rotors
- Jet engine exhausts
- Aircraft Assisted Escape Systems (AAES)
- Armed aircraft
- Moving surfaces
- Movement of ground equipment including baggage trains, replenishment wagons and waste lorries
- Movement of passengers embarking/disembarking
- High vapour areas such as: refuelling
- FOD

Learning outcome

The learner will:

6. Understand aircraft Usage Monitoring Systems (UMS)

Assessment criteria

The learner can:

- 6.1 explain the need for Usage Monitoring Systems
- 6.2 describe the operation of Usage Monitoring Systems.

Range

AC 6.1

Definition of Life Measuring Unit

Purpose of Usage Monitoring Systems

Airworthiness

AC 6.2

Data types fatigue monitoring

Effects of inaccurate or corrupt data

Techniques for monitoring wear debris

Magnetic chip detectors

Learning outcome

The learner will:

7. Understand fire safety precautions

Assessment criteria

The learner can:

- 7.1 describe sources and locations of fire associated with aircraft
 - 7.2 explain precautions to prevent and control fire.
-

Range

AC 7.1

Typical causes of fire including

- Naked flames
- Static electricity
- Spark generators e.g. steel tools, metal-studded footwear
- Substances e.g. Flammable liquids
- Compressed gases e.g. gaseous and liquid oxygen

Possible locations of fire including

- Petroleum, oils and lubricants (POL) storage areas
- High vapour areas such as fuel tanks
- Vicinity of spillages such as fuel leaks
- Refuelling points such as flight line, outside hangars

AC 7.2

Fire precautions e.g. prohibition of smoking, naked flame

Typical fire-safe working practices e.g. work procedures, workplace husbandry

Actions to take in the event of a fire e.g. raise alarm, evacuation

Methods of reporting a fire e.g. standard phone, emergency phone, radio

Learning outcome

The learner will:

- 8. Understand safety precautions for corrosive fluids

Assessment criteria

The learner can:

- 8.1 explain the term 'corrosive'
 - 8.2 explain the dangers of working with corrosive fluids
 - 8.3 explain safety precautions/procedures for working with corrosive fluids.
-

Range

AC 8.2

Examples of different types of corrosive fluids e.g. acids, alkalis, mercury, cleaning and etching fluids

The requirements for use

Where they might to be found e.g. cargo, cleaning kits, repair kits

Associated dangers e.g. mercury on aluminium, battery acid in contact with structure

AC 8.3

Safety precautions/procedures for dealing with corrosive chemicals:

- Detection
 - PPE
 - Exposure e.g. inhalation
 - Aircraft surface protection
 - Disposal of waste products
 - Immediate response to corrosive material spills
-

Learning outcome

The learner will:

9. Understand hangar and workshop safety precautions

Assessment criteria

The learner can:

- 9.1 describe engineering hazards present in a hangar or workshop
 - 9.2 describe hazards when working at height
 - 9.3 explain the safe use of maintenance steps and access platforms
 - 9.4 explain the safe use of support equipment.
-

Range

AC 9.1

Prevention of explosive ignition

Noise hazards

Electrical hazards

Pressurized gases

Manual handling

Slips, trips and falls

AC 9.2

Responsibilities of individuals

Checking barriers and kick boards

Prevention of falling objects

Use and maintenance of safety harnesses

Fall arrest devices

AC 9.3

Selection process

Typical maintenance platforms and ladders

Pre-use inspection

Safe-use procedures

Storage

AC 9.4

Pre-use inspection

Power supplies and connection

Safety precautions associated with their use e.g. usage limitations

Learning outcome

The learner will:

- 10. Understand tool control methods

Assessment criteria

The learner can:

10.1 explain the reasons for controlling the use of tools and equipment

10.2 explain tool control methods.

Range

AC 10.1

Implications of resourcing and planning

Dangers of FOD

AC 10.2

Responsibilities and procedures

Control methods such as:

- Tool stores, composite tool kits
- Tool tally systems
- Shadow boards
- RFIS and barcode scanner tool cabinets
- Continuous positive attitude

Unit 202

Fundamentals of Aircraft Maintenance Practices and Policy

Supporting Information

Guidance

This unit has been produced to meet aviation training requirements and the learner will be able to show a comprehensive knowledge of the policies and procedures used in the maintenance of aircraft.

Assessment will be designed to demonstrate underpinning knowledge of relevant documentation.

Level:	Level 2
GLH:	25
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS Unit 002.
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to give the learner a detailed understanding of Aircraft Documentation
Assessment type	Centre devised multiple choice/short answer tests

Learning outcome:

The learner will:

1. Understand aircraft documentation

Assessment criteria

The learner can:

- 1.1 describe the documentation system for aircraft
- 1.2 describe information contained in an aircraft document system,
- 1.3 explain definitions and abbreviations contained in an aircraft document system
- 1.4 describe systems for supplying aircraft spares and equipment
- 1.5 explain how to identify items of technical equipment from aircraft documentation

Range

AC 1.1

The need for an aircraft document system

Layout of a typical document

Available formats e.g. paper, CD ROM, Microfiche

Maintenance information contained within a typical documentation set e.g.

Regulatory Articles, Air Publications (Topic 1 to 6 and 10), approved data

Amendment action and recording

AC 1.2

Documentation systems could include (military) Aircraft Topics 1 and 5A2 or (civilian) Aircraft maintenance manuals/approved data and maintenance management systems

Information including:

General and technical information e.g. Topic 1

Safety and servicing notes, e.g. 5A2

Aircraft maintenance manuals/approved data (including electronic systems) and maintenance management systems

Typical written and graphical information e.g. equipment schedules and scales, illustrated parts catalogue

Structure such as: Repair and conditioning instructions e.g. Topic 6

Block schematics, wiring diagrams e.g. Topic 10

Maintenance procedures

AC 1.3

Definitions and abbreviations used for MAA-02 or 5A2 (Safety and Servicing Notes) or Aircraft maintenance manuals/approved data and maintenance management systems

Correct terminology

Glossary of terms e.g. check, disconnect, replace, operate etc.

Define serviceable, unserviceable and qualified/competent person common definitions e.g. authorisations, licenced

AC 1.4

Typical supply organisation

The basic function of a typical supply system

Typical procedures for obtaining spares, material and equipment

Information and process media (e.g. paper, IT systems)

AC 1.5

Explain by demonstration how to identify and extract information from the Topic 3 or Aircraft maintenance manuals/approved data (including electronic systems) and maintenance management systems

Learning outcome

The learner will:

2. Understand documentation and quality control in aircraft maintenance

Assessment criteria

The learner can:

- 2.1 explain the need for documentation to record aircraft maintenance tasks
- 2.2 explain the relative responsibilities in the maintenance organisational structure
- 2.3 explain the function and responsibilities of a producer (tradesperson).

Range

AC 2.1

Maintenance history
Life limited components
Recording who did the work
Need for legally binding declaration of actions taken by individuals

AC 2.2

Legal implications of signatures
Levels of authority and/or licencing
Role of tradesperson
Role of supervisor
Role of management

AC 2.3

Working in accordance with e.g. APs, Aircraft maintenance manuals/approved data (including electronic systems) and maintenance management systems, maintenance procedures
Trade practices
Quality of work
Loose article checks
Tool control
Documentation

Learning outcome

The learner will:

3. Understand aircraft maintenance work recording documentation

Assessment criteria

The learner can:

- 3.1 explain electronic recording of aircraft maintenance data.
- 3.2 explain the function of an Aircraft maintenance form cover e.g. F700C or Technical log (Tech Log) system, e.g. AutoLoG
- 3.3 explain the function of a maintenance work order e.g. 707B or maintenance recording page on the Tech log
- 3.4 explain the actions required to place an aircraft unserviceable
- 3.5 explain the documentation required to record aircraft flight servicing.

Range

AC 3.1

Requirement for electronic recording systems
Basic structure and operation of aircraft maintenance data e.g. auto log, asset tracking such as: Logistical IT System (LITS)

Terminology
Procedures
Access
Updating systems
Security e.g. usernames and passwords, protection of software and data accuracy

AC 3.2

Current statement of the condition of the aircraft
Record of aircraft and equipment configuration
Placing an aircraft unserviceable
Accurate and timely reporting of faults
Brief explanation of the task
Technical history of the aircraft/equipment
Controlled forms

AC 3.3

Detail, record and certify all work done on the aircraft
Details of components replaced
Time spent on task
Continuation sheets
Signature responsibilities
Levels of authority
Countersignature

AC 3.4

Responsibilities such as: tradesperson, authoriser, supervisor, manager, certifying engineer
Legibility: pen, colour, writing
Job Number e.g. Originators Reference Number (ORN), Serial Number of Work (SNOW)
Form MOD F707A or Tech Log
Authorisation to clear entries

AC 3.5

Purpose of documentation e.g. to record all flight servicing
Responsibility for correct completion
Flight servicing schedule
Form MOD F705 or Tech Log (Flight Servicing Certificate)
Fault reporting

Unit 203 **Fundamentals of Aircraft Documentation**

Supporting Information

Guidance

This unit aims to give the learner a comprehensive knowledge of aircraft documentation from the point of view of a producer in an aircraft operational/maintenance environment.

This will allow the learner to study and develop an understanding of the documentation and systems prior to a practical assessment in the workplace.

Unit 204

Flight Line Maintenance of Aircraft

Level:	Level 2
GLH:	40
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS 006
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to provide learners with a detailed understanding of aircraft flight line maintenance and associated practical tasks

Assessment type Centre devised multiple choice/short answer tests

Learning outcome:

The learner will:

1. Know hydraulic oil replenishment

Assessment criteria

The learner can:

- 1.1 state the need to control the use of replenishment equipment
- 1.2 describe pre-use checks preparations for replenishment equipment.

Range

AC 1.1

Storage and labelling

How to operate approved replenishment equipment such as Risbridger replenishment gun including:

- Restriction to a single type of fluid
- Fluid type
- Identification tags
- Contaminated fluid
- Reporting action in suspected contamination incidents

AC 1.2

Date checks

Potential of cross contamination

How to prepare for use, approved replenishment equipment such as Risbridger gun including:

- Blanking caps
 - Cleanliness
 - Piston locking pins
 - Fitment to fluid container
 - Fluid quantity dispensed
-

Learning outcome

The learner will:

2. Know the different types of aircraft flight servicing

Assessment criteria

The learner can:

- 2.1 identify different types of aircraft flight servicing
 - 2.2 understand when and why flight servicing's are carried out and their validity once completed
 - 2.3 describe additional tasks commonly undertaken with a flight servicing.
-

Range

AC 2.1

Operational servicing such as:

Before Flight (BF), Turn Round (TR), After Flight (AF)

Non Scheduled Flight servicing such as:

Operational Readiness (ORS), Operation Re-arm (ORA), Post Taxi Recovery (PTR), Replenishment Servicing (RS), Essential Check (EC).

AC 2.2

Operational servicing e.g. Before Flight (BF), Turn Round (TR), After Flight (AF)

Non-Scheduled Flight servicing e.g. Operational Readiness (ORS), Operation Re-arm (ORA), Post Taxi Recovery (PTR), Replenishment Servicing (RS), Essential Check (EC).

AC 2.3

Ice and snow operations

Role/ Role equipment change

Learning outcome

The learner will:

3. Know gas turbine engine and gearbox oil replenishment

Assessment criteria

The learner can:

- 3.1 state the purpose of the engine and gearbox oil system and components
 - 3.2 state where information of oil specification can be found
-

- 3.3 describe safety precautions necessary when using synthetic oils
 - 3.4 describe methods of checking and replenishing oil levels
 - 3.5 describe typical aircraft documentation for recording oil replenishment.
-

Range

AC 3.1

Lubrication and cooling
Adequate supply of oil
Oil tank
Sump system
Minimum oil level

AC 3.2

Information sources including:

- Air publication Topic 1 or systems such as Trilogy for Typhoon
- Aircraft F700
- Tech Logs
- Aircraft Maintenance Manuals – paper based or electronic
- NATO symbol for replenishment point/Label next to replenishment points

AC 3.3

Correct oil grade
Cleanliness
Blanking caps
Oil caps fitted correctly
Personal protection; barrier cream, gloves, goggles
Spillages

AC 3.4

Minimum oil level
Sight glass, dipstick, contents indicator, drop stick
Time oil levels checked after shutdown
Aircraft Topic 1 or Aircraft Maintenance Manuals – paper based or electronic
COSHH
Equipment pre-use checks
Oil leaks

AC 3.5

Tech Logs or Aircraft Maintenance Manuals – paper based or electronic
Procedure for excess use of engine oil
Loss or gain in oil level
Reporting action

Learning outcome

The learner will:

4. Know aircraft refuelling and defuelling

Assessment criteria

The learner can:

- 4.1 state the hazards associated with engine fuels
- 4.2 list types of fuels available
- 4.3 describe methods of refuelling/defuelling aircraft
- 4.4 describe safety precautions applied during refuelling/defuelling operations
- 4.5 describe aircraft fuel contents checks
- 4.6 describe the documentation process following refuelling/defuelling operations.

Range

AC 4.1

Fuel vapour

Type of fuel

Fuel/air concentration

Ingestion

Contact

AC 4.2

Military:

- 100LL AVGAS – NATO No F 18
- AVTUR FSII - NATO No F34
- AVTAG FSII – NATO No F40

Civilian:

- Jet A or Jet A1 fuel
- Jet B (for cold weather)

AC 4.3

Open line/gravity refuelling

Pressure refuelling

Gravity and pressure hose units

Fuel drain points

Aircraft Topic 1 or Aircraft Maintenance Manuals – paper based or electronic

Fuel identification and earth points

Fuel control panel

AC 4.4

Correct grade of fuel
Fuel bowser water sediment check
Clean refuelling equipment
Earthing: aircraft and bowser in correct sequence
No naked flame, starting ground equipment
Sequence of filling aircraft tanks

AC 4.5

Aircraft fuel contents gauges
Fuel quantity and weight
Specific gravity

AC 4.6

Fuel Certificate e.g. F705 or Tech Log
Fuel discrepancies

Learning outcome

The learner will:

5. Understand hydraulic accumulator re-charging

Assessment criteria

The learner can:

- 5.1 explain actions prior to checking nitrogen pressure
- 5.2 explain the effect of adiabatic heating on the charging pressure
- 5.3 explain the process to recharge accumulator gas pressure on a typical aircraft.

Range**AC 5.1**

Hydraulic pressure dissipation
Accumulator base pressure
Inflation adapter e.g. Mark 6A
Pre-use checks on inflation adapter
Safety precautions
PPE

AC 5.2

Heat build-up in compressed gases
Thermal expansion of gas
Inaccurate reading of gas pressure
Gas charging trolley pre-use checks, correct operation

AC 5.3

Inflation adapter: pre-use checks, correct operation

Gas charging trolley, pre-use checks, correct operation

Purge hose

Slow charging to prevent thermal expansion

Learning outcome

The learner will:

6. Understand the visual checking of aircraft tyres and tyre pressures

Assessment criteria

The learner can:

- 6.1 explain why aircraft tyres must be maintained at the correct pressure
 - 6.2 describe the correct procedures for checking tyre pressures
 - 6.3 explain the purpose of visual checks on aircraft wheel and tyre assemblies
-

Range

AC 6.1

Keep tyre wear and damage to minimum

Air Publication Topics 1, 5 and Flight Maintenance Schedule or Aircraft Maintenance Manuals – paper based or electronic and (Some) Tech Logs

AC 6.2

Tyre pressures to be checked when tyres are cold

Visual inspection of tyre and wheel before start (see AC 6.3)

Valve cap

Tyre pressure gauge: ensure calibration in date

Charging equipment (nitrogen bottle)

AC 6.3

Visual checks on tyre regions: crown, shoulder, sidewall, bead

Embedded objects

Cuts in rubber and cords

Bulges and blisters

Tyre creep

Skid damage

Scalding

Contamination

Ageing

Excess wear

Visual checks on wheels:

Impact damage

Cracks
Corrosion
Missing locking devices
Leaking fusible plugs

Learning outcome

The learner will:

7. Understand aircraft flight servicing procedures

Assessment criteria

The learner can:

- 7.1 Explain procedures for prepare replenishment gun for use
 - 7.2 Outline methods of replenishing hydraulic fluid
 - 7.3 State how to check and replenishment of a windscreen wash system
 - 7.4 Explain procedures for gas turbine engine and gearbox oil replenishment
 - 7.5 Explain refueling/defueling operations on aircraft
 - 7.6 State the types of checks carried out on wheel and tyre assemblies.
-

Range

AC 7.1

Pre-use checks on the replenishment gun e.g. Risbridger
Blanking caps
Cleanliness
Piston locking pins
Check fluid type
Fitment to fluid container

AC 7.2

Using approved replenishment equipment e.g. Risbridger
Appropriate safety precautions e.g. PPE, cleanliness, check correct fluid
Connection of replenishment equipment
Replenishment level
Disconnection of replenishment equipment
Documentation completion

AC 7.3

Appropriate safety precautions e.g. PPE, cleanliness, check correct fluid
Replenishment level
Documentation completion

AC 7.4

Information source e.g. Aircraft topic 1 and Topic 12 or Aircraft Maintenance Manuals
– paper based or electronic

Safety:

Personal protection; barrier cream, gloves, goggles

COSHH procedures

Confirm correct oil grade

Preserve cleanliness

Deal with spillages

Minimum oil level

Replenishment:

Equipment pre-use checks e.g. Risbridger gun

Check and note oil leaks

Measure contents using e.g. sight glass, dipstick, contents indicator, drop stick

Note the time oil levels checked after shutdown

Remove blanking caps as necessary

Replenish

Remove replenishment equipment e.g. Risbridger gun

Fit blanking caps as necessary

Correctly fit aircraft engine oil replenishment caps

Refit access panels

Complete documentation

AC 7.5

Safety e.g. No naked flame, Earthing:

Aircraft and bowser in correct sequence

No starting ground equipment or cycling of aircraft power

Confirm correct grade of fuel

Fuel bowser water sediment check

Aircraft water sediment check

Clean refuelling equipment

Sequence of filling aircraft tanks

Refuel and/or defuel, open line or pressure e.g.

Calculate existing load, fuel to be uplifted/removed

Confirm correct fuel type

Earth aircraft and bowser in correct sequence

Connect pressure hose or access gravity fuelling point

Upload/download fuel

Move fuel to correct tanks

Remove fuelling connection

Remove earthing

Complete Fuel Certificate e.g. F705

Report fuel deficiencies

AC 7.6

Pressure check

Visual check of wheels and tyres

Unit 204

Flight Line Maintenance of Aircraft

Supporting Information

Guidance

This unit has been produced to meet aviation training requirements.

On completion of this unit the learner will be able to show a comprehensive knowledge of, maintenance procedures and the flight line maintenance of aircraft.

Level:	Level 2
GLH:	40
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS Units 006, 007.
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to give the learner a basic understanding of the construction of airframes and their associated systems.

Assessment type Centre devised multiple choice/short answer tests

Learning outcome:

The learner will:

1. Know the general concepts of airframe structures

Assessment criteria

The learner can:

- 1.1 describe the need for structural strength
- 1.2 describe the construction methods used for major aircraft components
- 1.3 describe the construction and operation of entry and exit systems
- 1.4 describe the use of adhesives and sealing compounds in aircraft construction.

Range

AC 1.1

Airframe design

Airworthiness

Types of loads

Drains and ventilation

AC 1.2

Major component construction including:

Mainplanes, tail unit, flying controls and undercarriage

Anti-corrosion protection

Simple composite construction methods

AC 1.3

Entry and exit systems

Doors

Emergency exits

Windscreens and windows

Canopies

AC 1.4

Use of adhesives and sealing compounds

Faying surfaces

Waterproofing

Weather proofing

Sealing integral fuel tanks

Prevent ingress of fumes

Typical sealing and jointing compounds e.g.

Chromate jointing compounds

Thiokol based compounds, sealants

Safety precautions

Learning outcome

The learner will:

2. Understand structural husbandry procedures for aircraft

Assessment criteria

The learner can:

- 2.1 explain the need for structural husbandry
- 2.2 describe the warning signs and decals used on aircraft
- 2.3 explain the importance of reporting incidents involving composite aircraft structure
- 2.4 describe actions to be taken on finding damage on aircraft.

Range

AC 2.1

Need for structural husbandry

Aircraft safety

Prevention of damage

Reduced fatigue life

Cost

Loss of aircraft use

Aircraft washing and cleaning

AC 2.2

Warning signs typical examples e.g.
AAES and/or cut here for escape/emergency access
No step
Hand holds
Footsteps
Maintenance symbols
Fluid codes
Aircraft nationality and identity code
Logos

AC 2.3

Importance of not reporting incidents
Consequences of not addressing hidden damage
Barely Visible Impact Damage (BVID)
Non-visible impact damage (composite material)

AC 2.4

Reporting procedures
Documentation

Learning outcome

The learner will:

3. Understand types of locking and fastening devices used in aircraft

Assessment criteria

The learner can:

- 3.1 explain the purpose of locking and fastening devices
- 3.2 describe typical locking and fastening devices used on an aircraft
- 3.3 describe checks required for locking and fastening devices
- 3.4 describe flight safety implications of using unsuitable locking and fastening devices.

Range

AC 3.1

Purpose:
Securing components, access panels etc.
Preserve structural integrity
Safety implications

AC 3.2

Locking and fastening devices:
Screws

Quick release fasteners
Latching mechanisms
Pins and clips
Wire locking
Tell-tale wire

AC 3.3

Examination of typical devices for:
Correct fitment
Correct engagement
Wear
Damage
Being flush

AC 3.4

Flight safety implications of incorrect type, damage or wear e.g.
Loss of life or personal injury
Aircraft loss
Engine damage
Airframe damage
Panel loss
Loss of fluids

Learning outcome

The learner will:

4. Know the operation of aircraft hydraulic power systems

Assessment criteria

The learner can:

- 4.1 describe the basic concept of a hydraulic actuation
- 4.2 describe the typical layout of an aircraft hydraulic power system
- 4.3 describe basic properties of a hydraulic fluid
- 4.4 describe basic indication and warning systems used in hydraulic systems.

Range

AC 4.1

Concept of hydraulic actuation:
Fluid pressure
Force
Area
Fluid flow

AC 4.2

A typical layout:

Hydraulic components e.g.

Reservoir, pumps, filters, jacks and actuators, control valves, accumulators, pipelines

Interface with other hydraulically powered systems

AC 4.3

Properties of hydraulic fluid:

Low compressibility

Low freezing point

Lubrication

Low foaming

Good heat transfer

Compatibility with seals

AC 4.4

Indication and warning systems:

Pressure gauges

Pressure switches

Pressure transducers

Warning panel indication

Attention getters

Learning outcome

The learner will:

5. Know the operation of aircraft flight control systems

Assessment criteria

The learner can:

- 5.1 describe primary flying controls used on aircraft
- 5.2 describe the meaning of the term 'instinctive control'
- 5.3 describe methods of moving flying controls.

Range

AC 5.1

Flying controls:

Ailerons – roll

Elevators – pitch

Rudder – yaw

Spoilers – increase/decrease lift, roll

All moving tailplane – pitch

Canards (foreplanes) – pitch

Flaps/slats – increase lift
Airbrakes – increase drag

AC 5.2

Define instinctive control e.g. pilot-initiated control movements in response to a disturbance or a requirement for a change in aircraft attitude'

Examples:

Aircraft moves in direction of control column

Control column-left/right: aircraft rolls left/right

Control column-back/forwards: aircraft pitches nose up/pitches nose down

Rudder pedal- left pedal forwards: aircraft nose yaws left

Rudder pedal- right pedal forwards: aircraft nose yaws right

Trim control

Automatic flight control

AC 5.3

Manual

Hydraulic

Pneumatic

Electric

Fly-by-wire.

Learning outcome

The learner will:

6. Know aircraft landing gear systems

Assessment criteria

The learner can:

- 6.1 describe configurations of aircraft landing gear systems
- 6.2 describe components of aircraft landing gear systems
- 6.3 describe how aircraft landing gear systems absorb loads
- 6.4 describe how landing gear systems are retracted and extended
- 6.5 describe undercarriage steering systems
- 6.6 describe wheels and braking systems
- 6.7 describe aircraft complimentary landing systems

Range

AC 6.1

Typical systems:

Undercarriage configurations: tail wheel, tricycle, bicycle, floats, skids

Wheel configurations e.g. single, double, tandem and bogie

AC 6.2

Components:

Jacks, actuators, micro switches, locks, torque links

AC 6.3

Functions of

Shock absorber and damping

AC 6.4

Functions of

Extension and retraction systems: normal and emergency, sequence of operation

AC 6.5

Undercarriage steering:

Nosewheel steering systems

Bogie steering systems

AC 6.6

Wheels and braking systems:

Wheels

Brakes: normal, antiskid and autobraking

Tyres: types; wear and damage limits

AC 6.7

Aircraft complimentary landing systems:

Brake parachute systems or Arrestor systems e.g. hooks or runway catchment (RHAG or foam)

Learning outcome

The learner will:

7. Know the operation of aircraft ice and rain protection systems

Assessment criteria

The learner can:

- 7.1 describe aircraft ice protection systems
- 7.2 describe aircraft rain protection systems.

Range**AC 7.1**

Typical ice protection systems:

How ice forms

Effect on aircraft

Difference between anti-icing and de-icing

Airframe ice protection e.g. electrical
Pitot and instrument system ice protection
Windscreen ice protection

AC 7.2

Typical rain protection systems:
Rain protection
Chemical rain protection
Windscreen wiper systems
Blown air rain clearance systems.

Learning outcome

The learner will:

8. Understand the operation of aircraft oxygen systems

Assessment criteria

The learner can:

- 8.1 explain the purpose of an oxygen system
 - 8.2 describe the layout of aircraft gaseous oxygen supply systems
 - 8.3 describe safety precautions for working with oxygen systems.
-

Range

AC 8.1

Purpose:
Oxygen content of air reduces at altitude
Breathing difficulties at altitude
Oxygen needs for aircrew and passengers
Emergency oxygen bottles
Oxygen walk round sets for transport aircraft

AC 8.2

Typical system layout:
Normal and emergency supply systems
Oxygen storage bottles
Charging valves
Pipeline supply to cabin/cockpit
Breathing oxygen pipeline markings
Typical oxygen regulators

AC 8.3

Safety precautions in relation to:
Fire
Oils and greases
High pressures

Hazards e.g. fire, explosion, physiological problems, embrittling effect, pressure increase
Very low temperatures
High temperatures (chemical generators).

Learning outcome

The learner will:

9. Know the operation of aircraft air systems

Assessment criteria

The learner can:

- 9.1 describe aircraft supply sources
 - 9.2 describe aircraft cabin pressurisation systems
 - 9.3 describe aircraft air sub-systems.
-

Range

AC 9.1

Air supply sources e.g. direct charge air, indirect charge air, ram air
Air bottles
Ground supply trolley

AC 9.2

Typical cabin pressurisation systems:
Physiological effects of low oxygen at high altitude
Purpose
Operation

AC 9.3

Typical sub-systems:
Ice and rain dispersal
Wing slot seals
Fuel pressurisation
Canopy operating system
Anti-G

Learning outcome

The learner will:

10. Know the operation of aircraft assisted escape systems (AAES)

Assessment criteria

The learner can:

- 10.1 describe the operation of a typical aircraft AAES
-

10.2 describe the components in a typical AAES

10.3 describe safety precautions to be followed for AAES

10.4 describe systems which interact with AAES.

Range

AC 10.1

Relating to different AAES systems (RN or RAF or Civilian)

AC 10.2

Components in a typical AAES either:

Military (combat) aircraft:

- Emergency ejection handles
- Rocket powered seats
- Canopy jettison system
- Miniature detonating cord
- Command ejection
- Parachute pack
- Leg restraints
- Parachute/seat harness
- Seat raising handle

Or

Civilian (transport) aircraft:

- Escape slide LRI and covering (gert bar)
 - LRI contains activation device and compress gas
- Cabin door/ window hatch/panel
- Door handle/window lever etc.

Emergency pull toggle on slide LRI

AC 10.3

Typical AAES safety precautions either:

Military aircraft:

- Safe for parking
- Safe for maintenance
- Pin stowage
- AAES maintenance and responsibilities

Or

Civilian aircraft:

- On ground inert
- In air active
- LRI isolated and rendered inoperable for removal/transport

LRI deactivated

AC 10.4

Systems which interact with AAES:

Communications

Oxygen supply

Emergency oxygen

Emergency lighting
SLBs

Unit 205 **Fundamentals of Aircraft Construction**

Supporting Information

Guidance

This unit has been produced to meet aviation training requirements.
On completion of this unit the learner will be able to show a comprehensive knowledge of the airframe construction and systems used in aircraft.

Assessment is to be designed to demonstrate underpinning knowledge and relevant documentation.

Unit 206

Fundamentals of Airframe Structural Inspection and Husbandry

Level:	Level 2
GLH:	40
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS Units 006, 007
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to give learners a basic understanding of airframe structural husbandry, inspection and associated simple repair techniques.

Assessment type Centre devised multiple choice/short answer tests

Learning outcome:

The learner will:

1. Know the general concepts of airframe structures

Assessment criteria

The learner can:

- 1.1 describe need for structural strength in aircraft
- 1.2 describe construction methods used for major aircraft components
- 1.3 describe aircraft zonal surveys.

Range

AC 1.1

Airframe design requirements

Airworthiness

Simple loads on an aircraft structure

Structure classification: primary, secondary and tertiary

Importance and classification of damage assessment

AC 1.2

Major component construction including:

Mainplane, tail unit, flying controls and undercarriage

Simple composite construction methods

AC 1.3

Purpose

Training and authority levels

Zone reference system

Typical possible defects.

Learning outcome

The learner will:

2. Know environmental damage to airframe structures

Assessment criteria

The learner can:

- 2.1 describe the meaning of the term 'environmental damage'
 - 2.2 describe the effect of environmental damage
 - 2.3 describe environmental damage control measures
 - 2.4 Explain the use of anti-erosion materials on aircraft structures
 - 2.5 describe how to identify environmental damage to an aircraft surface finish
 - 2.6 describe how to restore surface finishes with environmental damage.
-

Range

AC 2.1

Physical degradation of material properties including: corrosion and erosion

Surface finish, composite materials

AC 2.2

Loss of structural strength

Reduction in fatigue life

Increased aircraft downtime

Increased costs: time and materials

AC 2.3

Control measures including:

Good design

Material selection

Surface treatments

Coatings

Tapes and corrosion preventative compounds

Report faults and defects immediately

Timely repairs and preventative maintenance

Minor damage documented

AC 2.4

Prolonging structure integrity
Leading edge protection,
Aircraft radomes, nose cones and aerals
Application (replacement)

AC 2.5

Paints, Oils & Lubricants (POL) contamination
Scuffing
Erosion
Abrasion
Reporting procedure and documentation

AC 2.6

Define level of repair, e.g. depth A Structural Repair Manual as guidance
Touch up kit e.g. SEMPAK
Safety precautions
Temporary protective treatments e.g. PX24, PX28, PX32

Learning outcome

The learner will:

3. Know the effects of corrosion on aircraft and components

Assessment criteria

The learner can:

- 3.1 describe the nature of corrosion
- 3.2 describe the adverse effect of corrosion on aircraft
- 3.3 describe the areas where corrosion is likely to occur
- 3.4 describe early signs of corrosion in aircraft materials
- 3.5 describe preservation methods to prevent corrosion on aircraft.

Range**AC 3.1**

In simple terms including how it forms:

Dry oxidation
Electro-chemical galvanic action
Oxygen
Moisture
Dirt and contaminates
Lack of protective finish
Environment

AC 3.2

Loss of structural strength
Effect on highly stressed components
Fatigue life
Cost

AC 3.3

External skins
Undercarriage bays/Skids
Battery compartments
Fuel tanks; Fungal and bacterial growth
Toilet and galley areas
Bilges and water traps e.g.
Exhaust area fairings and skins
Rocket and gun blast areas
Leading edges and intakes
Dissimilar metal contact

AC 3.4

Early signs of corrosion in
Ferrous materials
Alloys e.g. Aluminium, Magnesium, Copper
Paint blistering
Discolouring of protective finish
Loose rivets at seams or joints
Powdery deposits

AC 3.5

The importance of effective aircraft husbandry
Precautions including:
Aircraft cleanliness - regular washing and cleaning with appropriate cleaning compounds
Good engineering and trade practices
Prompt repair action for damage
Fitting protective blanks and covers
Correct cleaning and degreasing agents
Wearing approved footwear when on the aircraft
Cadmium and other protective coatings.

Learning outcome

The learner will:

4. Understand the implications of unseen damage to aircraft composite structures

Assessment criteria

The learner can:

- 4.1 describe where composite materials are used in aircraft construction
 - 4.2 describe damage found in composite materials
 - 4.3 explain health and safety risks associated with composite materials
-

Range

AC 4.1

Examples used in aircraft e.g.

Glass reinforced plastic (GRP) (e.g. radomes, aerial cover panels)

Carbon fibre reinforced plastic (CFRP) (e.g. fuselage, skin support structure, wings, flying control surfaces, cabin floors, helicopter blades)

Kevlar reinforced plastic (KRP) (e.g. wing and fuselage fairings, leading and trailing edges, landing gear doors, propellers, engine blade containment shields)

AC 4.2

Typical damage found in aircraft composites e.g.

Damage by chemical e.g. POL and aircraft cleaning compounds can soften or degrade resins

Erosion and abrasion of surface

Barely visible impact damage (BVID)

Delamination

AC 4.3

Airborne fibres when working with material

Respiratory problems

Skin irritation and dermatitis

Eye irritation

Headaches, nausea,

Solvents and resins

Use of Personal Protective Equipment (PPE)

Learning outcome

The learner will:

5. Know the inspection process for aircraft transparencies

Assessment criteria

The learner can:

- 5.1 identify sources of information about damage to aircraft transparencies
 - 5.2 describe damage found to aircraft transparencies.
-

Range

AC 5.1

Such as:

Damage limitation tables

Topic 1

Topic 6

Aircraft Maintenance Manuals (specifically Structural Repair Manual)

Supervisor/technician

AC 5.2

Distortion

Crazing

Scratching and scores

Delamination

Chemical contamination

Learning outcome

The learner will:

6. Know inspection processes for gas turbine engines and its intakes

Assessment criteria

The learner can:

- 6.1 describe major visible components of a gas turbine engine
- 6.2 describe safety precautions for examining gas turbine engines
- 6.3 describe types of damage found on compressor and turbine blades.

Range

AC 6.1

Components such as:

Intake

Compressor

Combustion chambers

Turbine

Jet pipe

Reheat manifold

Nozzle

Nozzle guide vanes

AC 6.2

Safety assistant

Prevent FOD in intake

Confined space –claustrophobia
Fumes
Heat
Correct inspection light source
Personal protective equipment

AC 6.3

Typical damage to

- Intake e.g. FOD/bird strike damage, pulled rivets, auxiliary door damage, oil or fuel pooling, leading edge damage, anti-icing mat damage
- Compressor blades e.g. nicks and dent in the blade, cracks at blade root, bent or twisted blades, FOD/bird strike impact, tip rubbing/blade creep
- Turbine blades e.g. discolouration, metallic deposits, signs of stretched blades
- Reporting process and documentation

Learning outcome

The learner will:

7. Know inspection processes for aircraft pipes, ducts and connectors

Assessment criteria

The learner can:

- 7.1 describe the purpose of rigid pipelines, flexible hoses, ducting and couplings
- 7.2 describe the routine inspection of aircraft pipes, hoses, ducts and connectors.

Range

AC 7.1

Purpose of:

Hydraulic

Fuel

Air

Gas

Coolant

Oxygen

Couplings and connectors: e.g. join pipelines together, make positive seal, and allow change of direction

AC 7.2

Inspecting for:

Kinking

Twisting

Correct routing and fastening

Chafing and cuts

Corrosion

Damage to flared ends
Flexible hose lay lines
Heat damage
Minimum bend radii
Braided hose damage to outer covering
Contamination
Blistering and/or bulging
Leaks
Over-tightening of couplings and connectors

Learning outcome

The learner will:

8. Know the inspection process for aircraft wiring and cables

Assessment criteria

The learner can:

- 8.1 describe the need for husbandry of all aircraft wiring
 - 8.2 describe typical aircraft wiring damage
-

Range

AC 8.1

Reasons for husbandry:

Preserve the electrical wiring

Assure the integrity of the electric system

Good husbandry:

- Visual checks
- Draw attention to suspect faults
- Use correct repair or replacement process
- Provide 'Drip Loops'

Bad Husbandry:

- Over-tightening
- Using damaged P clips
- Pull on cables

AC 8.2

Chafing

Fluid contamination

Heat/arcing damage

Broken/exposed conductors

Minimum bend radius

Internal non-visible damage

Learning outcome

The learner will:

9. Understand the purpose of aircraft panels, doors and fasteners

Assessment criteria

The learner can:

- 9.1 describe the various types of panels and doors commonly used on aircraft
- 9.2 explain the importance of using the correct tools to remove / replace aircraft fasteners
- 9.3 explain the importance of correct storage of removed panels, doors and fasteners and the potential FOD hazards.

Range

AC 9.1

Access panels

Stress panels

Door types (flight deck/passenger/cargo/crew/toilet)

Uses

Seals

AC 9.2

Use of correct tools to avoid potential damage to

- Fastener
- Panel
- Surface finish

AC 9.3

Use of racking to prevent damage

FOD dangers:

- Taping plastic bags of fasteners to panels
- Number of Fasteners
- Different sizes
- Replacing U/S fasteners immediately

Learning outcome

The learner will:

10. Understand the removal and neutralisation of corrosive fluid contamination

Assessment criteria

The learner can:

- 10.1 explain the need to protect aircraft structure and components from contamination
 - 10.2 explain in procedures for detecting and neutralising contamination.
-

Range

AC 10.1

Requirement to protect from:

- Dangerous air cargo
- Severe corrosion
- Damage to protective surfaces
- Acids
- Alkalis
- Mercury
- Organic chemicals
- Aircraft batteries
- Vehicles
- Communication equipment
- Ground equipment
- Fuel tanks
- Galley and toilet areas
- Medical equipment

AC 10.2

In simple terms the importance of immediate treatment (e.g. rapid and aggressive attack by some substances e.g. mercury, battery electrolyte, etching agents etc.)

Safety precautions e.g.

PPE

Prevention of spread

Procedures e.g.

Visual signs of attack from substances

Rapid ingress into small gaps (capillary action)

Immediate action

Rapid rate of attack from some substances

Confirmation by litmus paper

Correct neutralising solutions

Testing to ensure surfaces correctly cleaned

Renewing protective coatings of surfaces

Mercury capillary brush kit

Unit 206

Fundamentals of Airframe Structural Inspection and Husbandry

Supporting Information

Guidance

This unit has been produced to meet aviation training requirements.

On completion of this unit the learner will be able to show a comprehensive knowledge of the airframe structural husbandry and inspection to the servicing of aircraft.

Assessment is to be designed to demonstrate underpinning knowledge and use of relevant documentation.

Unit 207

Working Safely with Aircraft Armament Systems

Level:	Level 2
GLH:	40
Relationship to NOS:	This unit is linked to the Aeronautical Engineering Level 2 NOS Units 7 and 8
Endorsed by:	This unit is endorsed by SEMTA
Unit aim:	The aim of this unit is to give learners a solid grounding in safe working on aircraft fitted with armament systems and assisted escape systems (AAES).

Assessment type Centre devised multiple choice/short answer tests

Assessment and grading Note: due to the safety implications of this unit, and its product-specific content, the assessment must be centre-set. The pass-mark will be 100% in this case, which is the industry standard.

Learning outcome:

The learner will:

1. Understand explosive safety

Assessment criteria

The learner can:

- 1.1 describe what explosives are and how they are categorized
- 1.2 describe the explosive train
- 1.3 explain explosive lifing
- 1.4 describe the dangers of static electricity and explosive devices
- 1.5 define thunderstorm risk categories and actions
- 1.6 describe general explosive safety rules
- 1.7 describe dangers involving armed aircraft
- 1.8 state the use of role colours and hazard application bands on explosive devices
- 1.9 describe the united nations classification of explosives
- 1.10 describe the dangers in relation to radio frequency hazards and explosive devices.

Range

AC 1.1

Define the term 'explosive'
Define terms related to explosives:
Velocity of Detonation
Figure of Power
Figure of Insensitivity
Describe the hierarchy of explosives
Describe the difference between Low and High Explosive

AC 1.2

Step-up-System of Detonation:
Low explosive train (e.g. primer – igniter – propellant)
High explosive train e.g.
Two-step (e.g. detonator – explosive)
Three-step (e.g. detonator – booster – main charge)

AC 1.3

How explosives deteriorate over time:
Effects of environment (temperature, humidity etc)
Labelling and recording of manufacture and expiry dates

AC 1.4

Dangers:
Potential to detonate when in contact with static discharge

AC 1.5

Thunderstorm category & definition:
Category 1 (High) - Thunderstorms will develop / have developed in the area
Category 2 (Moderate) - Thunderstorms may develop in the area
Category 3 (Low) - Thunderstorms are not expected in the area. Category & Definition

AC 1.6

General and organisation-specific rules contained in e.g.
BAe Systems Explosive & Prohibited Weapons Safety (QMS)
JAP 100A

AC 1.7

Armed aircraft danger areas potential risks:
Front – Guns, Missiles & Rockets.
Rear – Missiles, Rockets, Chaff & Flare, Towed Decoy, Smoke Marker/Sonar buoy
Discharger.
Generally- Bombs, Ejector Release Units, Drop Tanks, Explosive Start Valves

AC 1.8

Colour coding and marking of stores:
Explosive stores carry markings used to indicate:
Primary role

Degree of danger or hazard to personnel who come in contact or handle them

AC 1.9

Classification of explosives:

Reasons e.g. to facilitate fire fighting

Explosives and ammunition divided according to their behaviour when involved in a fire

Symbols: orange coloured with black numerals denoting the fire division

AC 1.10

Spontaneous detonation of EEDs in the presence of external RF radiation

Define 'intrinsically safe'

Learning outcome

The learner will:

2. Understand aircraft assisted escape systems (AAES)

Assessment criteria

The learner can:

- 2.1 describe ejection seats fitted to fast-jet aircraft
- 2.2 describe ejection seat major assemblies
- 2.3 describe the purpose of ejection seat components
- 2.4 describe Command Ejection systems
- 2.5 describe Canopy Jettison and Fragmentation Systems.

Range

AC 2.1

One or more seats e.g. Tornado, Typhoon

Including safety pin positions and other device selections for:

Safe for Parking

Safe for Maintenance

AC 2.2

Major assemblies:

BTRU

Drogue Gun

Head Box

Top Latch Assembly

Firing Units

Cartridges

Main Gun

QRF

Rocket Pack

AC 2.3

Purpose of:

Main beam assembly
Main Gun Assembly
Top Latch Assembly
Seat pan Assembly
Parachute harness and head box
Quick Release Fittings (QRF)
Barostatic Time Release Unit (BTRU)
Drogue Gun/Parachute Deployment Unit (PDU)
Emergency Oxygen System (EO2)
Leg/Limb Restraint Systems
Harness Power Retraction Unit (HPRU)
Personal Equipment Connector (PEC)
Personal Survival Pack (PSP)
Auto Deployment Unit (ADU)
Auto Liferaft Inflation Unit (ALIU)
Trip rods
Armed/Safe/Egress Handle

AC 2.4

For specific aircraft e.g. Tornado, Typhoon:

Command Control Valve
Command Ejection Controller
Command Mode Selector

AC 2.5

For specific aircraft such as Tornado, Typhoon e.g.

Miniature Detonating Cord (MDC)
Charge Linear Cutting (CLC)

Learning outcome

The learner will:

3. Know aircraft armament role equipment

Assessment criteria

The learner can:

- 3.1 identify types of suspension lugs
- 3.2 identify items of carriage and release equipment used on aircraft
- 3.3 explain the purpose and operation of carriage and release equipment.

Range

AC 3.1

Bail Lugs
MACE Lugs

AC 3.2

Including:
Wing Pylons
Fuselage Pylons
Twin Store Carrier (TSC)
Carrier Bomb Light Store (CBLS)
Ejector Release Units (ERU): No.122EX; LDERU; HDERU; ALDERU; AHDERU
Fuzing Units

AC 3.3

Operation including:
Wing Pylons
Fuselage Pylons
Twin Store Carrier (TSC)
Carrier Bomb Light Store (CBLS)
Ejector Release Units (ERU)
Fuzing Units

Learning outcome

The learner will:

4. Know aircraft stores management systems

Assessment criteria

The learner can:

- 4.1 state the purpose of a SMS
- 4.2 identify the components of the SMS.

Range

AC 4.1

For typical aircraft:
Requirement for managing armament stores
Basic function of the SMS

AC 4.2

Components including:
Weapon Programming Unit
Weapon Control Panels

Attack / Weapon Release Button
Master Armament Safety Switch (MASS)
Late Arm Switch
Selective / Emergency Jettison
Trigger
Armament System Ground Test Switch (ASGTS)

Learning outcome

The learner will:

5. Know aircraft gun systems

Assessment criteria

The learner can:

- 5.1 state the purpose of aircraft gun systems
 - 5.2 identify components of aircraft gun systems
 - 5.3 explain the operation of aircraft gun systems.
-

Range

AC 5.1

Specific aircraft e.g. Tornado, Typhoon

AC 5.2

Identify and name components

Breech

Barrel

Cocking mechanism

AC 5.3

Aircraft gun systems

Loading ammunition tanks

Cocking

Firing

Spent case ejection

Ammunition feed

Live round insertion

Learning outcome

The learner will:

6. Know aircraft missiles
-

Assessment criteria

The learner can:

- 6.1 identify air-to-air & air-to-ground missiles
 - 6.2 identify components of an air-to-air missile
 - 6.3 explain the operation of an air-to-air missile.
-

Range

AC 6.1

Identify and name missiles including:

Sidewinder
ASRAAM
Brimstone
ALARM

AC 6.2

Identify and name components of e.g. Sidewinder

AC 6.3

Explain the purpose and operation of e.g. Sidewinder

Learning outcome

The learner will:

7. Understand aircraft countermeasure systems

Assessment criteria

The learner can:

- 7.1 identify countermeasure systems used on aircraft
 - 7.2 state the purpose of countermeasure systems
 - 7.3 explain the operation of countermeasure systems.
-

Range

AC 7.1

Countermeasure systems:

Chaff
Flare

AC 7.2

Purpose:

To disrupt and distract enemy airborne target acquisition systems

AC 7.3

Operation including:
Chaff dispensers and the action of chaff
Flare dispensers and the action of flares

Learning outcome

The learner will:

- 8. Know aircraft weapons

Assessment criteria

The learner can:

- 8.1 identify bomb types including
 - 8.2 identify major bomb components
 - 8.3 identify role and hazard colour coding.
-

Range

AC 8.1

Bomb types:
3kg and 14kg practice bombs

AC 8.2

Bomb components including:
Tail units
Shear Wires
Lead Electrical Fuzing and Arming (LEFA)

AC 8.3

Role and hazard colour coding including:
Colour Coding and Marking of Stores

Learning outcome

The learner will:

- 9. Understand safety precautions for armed aircraft.

Assessment criteria

The learner can:

- 9.1 Understand safety precautions relating to armed aircraft.
-

Range

AC 9.1

Safety precautions including:

Aircraft Armed signs

Safe Approach to the aircraft

Angle of approach

Check the Master Armament Safety Switch

Undercarriage locks and earthing leads.

Unit 207

Working Safely with Aircraft Armament Systems

Supporting Information

Guidance

This unit has been designed to cover the essential safety knowledge required by all personnel working on or near aircraft that are fitted with any weapon or device that includes explosive charges. The nature of the subject requires a clear, unambiguous understanding of all of the safety rules, instructions and procedures and this unit allows recognition of an individual's achievement of that understanding.

Appendix 1 Relationships to other qualifications

Links to other qualifications

This qualification has connections to the:

- Level 2 Aeronautical Engineering National Occupational Standards

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**.

City & Guilds Centre Manual 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 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-assessments.

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.

Linking to this document from web pages

We regularly update the name of documents on our website, therefore in order to prevent broken links we recommend that you link to our web page that the document resides upon, rather than linking to the document itself.

Useful contacts

UK learners

General qualification information

E:
learnersupport@cityandguilds.com

International learners

General qualification information

E: intcg@cityandguilds.com

Centres

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

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

E: singlesubjects@cityandguilds.com

International awards

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

E: intops@cityandguilds.com

Walled Garden

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

E: walledgarden@cityandguilds.com

Employer

Employer solutions including, Employer
Recognition: Endorsement, Accreditation
and Quality Mark, Consultancy, Mapping
and Specialist Training Delivery

E: business@cityandguilds.com

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