

› CONNECTING FUTURES THROUGH SKILLS

A guide to CPD and
qualifications for the
utilities industry





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INTRODUCTION

Explore training and skills development opportunities to build successful careers in areas from confined spaces and streetworks to winter services and beyond.

The utilities sector is the foundation of national infrastructure, keeping homes, businesses, and public services connected. As the demand increases for skilled workers, regulatory compliance, and sustainable practices, the sector offers a wide range of career opportunities and plays a vital role in the country's transition to a low-carbon economy.

With our market-leading qualifications, learners gain the practical expertise and competency cards needed for safety-critical roles, while supporting training providers the flexibility to deliver up-to-date, industry-relevant training that meets regulatory standards and employer expectations.

Drawing over a decade of experience in the sector, City & Guilds provides more than qualifications, we offer a partnership built on trust, expertise, and support.

We're building a skilled workforce ready to shape the future of UK infrastructure, connecting people to careers and infrastructure to innovation through skills.



By choosing City & Guilds, you gain access to:

- A vast library of qualification materials and resources
- Support from our team of industry and technical experts
- Guidance on curriculum planning, delivery, funding updates, and quality assurance

Join us in shaping the future of the building services utilities sector and developing the skilled professionals needed to meet the industry's evolving needs.





QUALIFICATIONS

Our flexible, industry-recognised qualifications help ensure learners meet the latest safety and compliance standards while gaining the practical expertise needed to excel in critical utilities roles.

Explore our qualifications designed to support a diverse range of career choices across gas, water, electricity, streetworks, confined spaces, and winter service operations, providing the competency cards and licences to practise required across much of this sector.

Confined spaces

Including excavation support systems and working at height qualifications City & Guilds confined spaces qualifications are designed for individuals who enter, supervise, or manage work in confined spaces across various industries. These short-course, single-unit qualifications are aligned with the latest National Occupational Standards developed by Energy & Utility Skills, ensuring they meet current industry expectations.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Confined spaces			
Level 2 Award in Working in Low Risk Confined Spaces (6160-01)	603/7272/2	8	England, Wales, NI
Level 2 Award in Working in Medium Risk Confined Spaces (6160-02)	603/7273/4	16	England, Wales, NI
Level 2 Award in Working in High Risk Confined Spaces (6160-03)	603/7274/6	24	England, Wales, NI
Level 2 Award in Entrant and Entry Controller for Confined Spaces (Medium Risk) (6160-09)	610/0731/6	16	England, Wales, NI
Level 3 Award in Control Entry and Arrangements for Confined Spaces (High Risk) (6160-04)	603/7275/8	24	England, Wales, NI
Level 3 Award in Supervising Teams Undertaking Work in Confined Spaces (6160-05)	603/7276/X	14	England, Wales, NI
Level 3 Award in Direct Emergency Rescue and Recovery of Casualties from Confined Spaces (6160-07)	603/7278/3	8	England, Wales, NI
Level 3 Award in Working as a Member of a Rescue and Recovery Team in Confined Spaces (6160-08)	603/7279/5	24	England, Wales, NI
Level 4 Award in Plan, Manage and Review Legislative and Safety Compliance for Work in Confined Spaces (6160-06)	603/7277/1	47	England, Wales, NI



Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Excavation support systems			
Level 2 Award in Install and Remove Mechanical Support Systems for Excavations (6146-21)	600/6495/X	10	England, Wales, NI
Level 2 Award in Install and Remove Sheet Piling Support Systems for Excavations (6146-21)	600/6567/9	10	England, Wales, NI
Level 2 Award in Install and Remove Board And Skeleton Support Systems for Excavations (6146-21)	600/6587/4	10	England, Wales, NI
Level 2 Award in Install And Remove Support Systems for Medium Excavations (6146-21)	600/6588/6	10	England, Wales, NI
Working at height			
Level 3 Award in Understanding Planning, Supervising and Managing Working at Height (6144-31)	600/6823/1	16	England, Wales, NI

› [View our confined spaces qualifications on our website](#)



Streetworks

Streetworks are designed for individuals involved in carrying out or supervising works on the highway.

These qualifications provide a recognised route to initial assessment or reassessment on the Streetworks Qualifications Register (SWQR), as required under the New Roads and Street Works Act 1991. With re-registration needed every five years, they offer a vital pathway for maintaining compliance and continuing professional development in this safety-critical area.

Qualifications

Qualification	Available for delivery in
Initial assessment: 6167-01 is suitable for operatives and supervisors working on UK highways who require registration on the Street Works Qualifications Register (SWQR), or whose existing registration has lapsed for more than five years.	
Streetworks Excavation and Reinstatement (6167-01)	England, Wales, Scotland, NI
Reassessment: 6167-03 to -18 re-assessments are suitable for operatives and supervisors who work on highways in England and Scotland are already registered on the SWQR and need to renew their registration.	
Reassessed Streetworks Excavation and Reinstatement: Reassessed Location and Avoidance of Underground Apparatus (6167-03)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Signing, Lighting and Guarding (6167-04)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Excavation in the Highway (6167-05)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement and Compaction of Backfill Materials (6167-06)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement of Sub-Base and Base in Non-Bituminous Materials (6167-07)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement in Cold-Lay Bituminous Materials (6167-08)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement in Hot-Lay Bituminous Materials (6167-09)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement of Concrete Slabs (6167-10)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Reinstatement of Modular Surfaces and Concrete Footways (6167-11)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Signing, Lighting and Guarding (6167-12)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Excavation in the Highway (6167-13)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement and Compaction of Backfill Materials (6167-14)	England, Wales, Scotland, NI

Qualification	Available for delivery in
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement of Sub-Base and Base in Non-Bituminous Materials (6167-15)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement in Bituminous Materials (6167-16)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement of Concrete Slabs (6167-17)	England, Wales, Scotland, NI
Reassessed Streetworks Excavation and Reinstatement: Reassessed Monitoring Reinstatement of Modular Surfaces and Concrete Footways (6167-18)	England, Wales, Scotland, NI

› [View our streetworks qualifications on our website](#)





Tunnel entry

The tunnel entry qualification has been developed in line with the National Occupational Standards for medium-risk confined spaces, specifically tailored for Tunnel Entry and Emergency Procedures. Created in collaboration with industry experts, this qualification is widely recognised as a prerequisite for anyone entering a tunnel and is typically refreshed on a three-year cycle.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 2 Award in Tunnel Entry and Associated Emergency Procedures (6151-02)	603/7485/8	360	England, Wales, NI

› [View our tunnel entry qualifications on our website](#)





Gas

The City & Guilds industry-recognised gas qualifications have been designed to help learners develop the expertise needed to work safely and efficiently in the gas industry, meeting all regulatory requirements and employer expectations. Our programmes provide thorough training for those looking to enter or advance in the gas industry, covering the essential safety protocols, installation techniques and maintenance procedures for gas appliances and systems.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 1 Certificate in Network Construction Operations (Gas) (6028-10)	600/1311/4	77	England, Wales, Scotland, NI, Ireland
Level 2 Diploma in Network Construction Operations (Gas) - Main Layer (6028-21)	600/1534/2	210	England, Wales, Scotland, NI, Ireland
Level 2 Diploma in Network Construction Operations (Gas) - Service Layer (6028-22)	600/1535/4	190	England, Wales, Scotland, NI, Ireland

› [View our network construction operations qualifications on our website](#)

Coming soon

New Level 2 Network Construction Operations (Gas & Water)

We're evolving to meet the future needs of the gas and water industries. A new suite of Level 2 Network Construction Operations (Gas & Water) qualifications covering main layer, service layer, and escape, locate and repair pathways is currently under development and will launch in 2026.

These updated qualifications will reflect the latest industry standards and practices, ensuring learners are equipped with the most relevant, up-to-date skills for today's gas and water network operations.

Make sure you're the first to know, register for City & Guilds email updates to receive the latest news on qualification launches, centre guidance, and support materials straight to your inbox.





Winter services operations

Winter service operations qualifications are designed to assess the skills and knowledge required to prepare and operate winter service vehicles and equipment, including snow blowers. Developed in collaboration with industry, these qualifications are ideal for staff responsible for the direct operation or supervision of winter service activities.

Successful candidates will be eligible to obtain a NEREO Operative or Supervisor registration card, endorsed with the appropriate category and valid for five years, demonstrating their competence and compliance in this safety-critical area.

Qualifications

Qualification	Available for delivery in
Winter Service Operations Vehicles and Snow Ploughs (2016/17) (6159-30)	England, Wales, Scotland, NI, Ireland
Winter Service Operations Highway Agencies Equipment (2016/17) (6159-31)	England, Wales, Scotland, NI, Ireland
Winter Service Operations Non-Highways Agency/National Assembly for Wales Equipment (2016/17) (6159-32)	England, Wales, Scotland, NI, Ireland
Winter Service Operations Snow Blowers (2016/17) (6159-33)	England, Wales, Scotland, NI, Ireland
Winter Service Supervision and Monitoring (2016) (6159-35)	England, Wales, Scotland, NI, Ireland

› [View our winter services operations qualifications on our website](#)

Coming soon

New winter service operations qualifications coming in 2026

We're preparing for the future of winter maintenance. A new suite of winter service operations qualifications is currently in development and will launch in 2026. These updated qualifications will reflect the latest industry practices and equipment standards, ensuring operatives and supervisors are fully prepared to meet the demands of modern winter service delivery.

Make sure you're the first to know, register for City & Guilds email updates to receive the latest news on qualification launches, centre guidance, and support materials straight to your inbox.



Electrical power engineering

City & Guilds electrical power engineering qualifications are designed for individuals working in the power industry who want to build expertise, demonstrate competence, or progress into more advanced roles and are aligned with the latest National Occupational Standards. These qualifications provide a robust foundation for career development in electrical power engineering.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 2 Diploma in Electrical Power Engineering - Distribution & Transmission (Technical Knowledge) (2304-17)	603/7179/1	210	England, Wales, Scotland
Level 2 Diploma in Electrical Power Engineering (2304-21)	603/7184/5	288	England, Wales, Scotland

› [View our electrical power engineering qualifications on our website](#)





Occupational health and safety

City & Guilds offers three key qualifications in occupational health and safety: the level 3 NVQ certificate and the level 5 and 6 NVQ diplomas. These qualifications provide essential knowledge and practical skills for those responsible for, or aspiring to work in, health and safety roles across any industry. From conducting risk assessments to implementing procedures and promoting a positive safety culture, these qualifications support career development at both entry and advanced levels.

Qualifications

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 3 NVQ Certificate in Occupational Health and Safety (3654-03)	600/1070/8	161	England, Wales, Scotland, NI, Ireland
Level 5 Diploma in Occupational Health and Safety Practice (3654-06)	603/0385/2	115	England, Wales, Scotland, NI, Ireland
Level 6 Diploma in Occupational Health and Safety Practice (3655-06)	603/7253/9	87	England, Wales, Scotland, NI, Ireland

› [View our occupational health and safety qualifications on our website](#)





WORKING IN PARTNERSHIP WITH INDUSTRY

At City & Guilds, we are committed to equipping learners with the skills and qualifications that meet the evolving needs of industry. Our close collaboration with employers, training providers, and sector bodies ensures that our qualifications are not only relevant but also recognised across key infrastructure and utility sectors. This partnership approach helps bridge the gap between training and employment, empowering learners to thrive in real-world roles from day one.

City & Guilds utilities qualifications, such as streetworks, winter service operations, and network construction operations, are designed to meet industry standards and regulatory requirements. Learners who complete these qualifications become eligible for key industry accreditations, including the **NEREO card**, **Street Works Qualification Register (SWQR)**, and the **Energy & Utility Skills Register (EUSR)**. These credentials validate their competence and compliance, opening doors to employment and progression within the utilities and infrastructure sectors.





MORE SKILLS SOLUTIONS FOR YOUR LEARNER

Support your learners at every stage of their journey with functional skills, employability skills, social media skills, leadership qualifications and more.

Sustainability and the green environment

Sustainability is now a priority across every industry, and employers are looking for individuals who understand how to work in more environmentally responsible ways. The Level 2 Award & Certificate in Sustainability and the Green Environment are ideal additions to your portfolio, helping you meet the growing demand for green skills across sectors.

Designed to support learners in any job role, these qualifications build knowledge around climate change, sustainability, and net zero, making them a strong fit alongside a wide range of programmes. Whether your learners are entering the workforce or upskilling for progression, this is a practical, future-focused way to broaden your offer and support meaningful career development.

› [Learn more](#)

Customer service skills

Great client experiences start with great customer service. Adding the Awards in Customer Service to your offer equips learners with the skills to confidently meet client needs, handle real-world interactions and create lasting impressions - essential for success in salons, spas, and beyond.

This flexible qualification is suitable for all learners, from those preparing for their first role to those with industry experience, helping providers deliver well-rounded, career-ready graduates who stand out to employers.

› [Learn more](#)

Retail knowledge

Add extra value to your programmes with our retail knowledge qualifications, designed to equip learners with the essential skills needed to succeed in a client-facing environment. Covering customer service,

selling techniques, teamwork, and health and safety, this qualification gives learners the confidence to excel not only in salons and spas but also in the wider retail sector.

For providers, offering retail knowledge as part of your provision means broadening employability skills, helping learners stand out in a competitive market, and supporting smooth progression into first roles or career advancement opportunities.

› [Learn more](#)

ILM

Develop future-ready leaders with our industry-recognised leadership and management and coaching and mentoring portfolio, including qualifications, apprenticeships and accreditation. Supporting learners from supervision to strategic leadership (levels 2-7), ILM's flexible pathways align to career progression and organisational priorities, developing the practical, applied skills needed to lead people, teams and organisations with confidence and impact in the workplace.

› [Find out more about ILM](#)

Assured

We know that some organisations have specific training needs that cannot be met by existing qualifications. Our Assured service has been designed to evaluate and certify in-house training programmes against our Assured Benchmark Standards, confirming the quality of the processes and systems used to design, plan and deliver the training

Securing Assured recognition demonstrates the strength of your training both internally and externally, showing that you take your employees' development seriously and that you are ensuring your workforce has the skills that you need.

› [Learn more about Assured](#)

SKILLS FOR WORK & LIFE

Supporting NEET and at-risk learners into education, employment and brighter futures

Almost one million young people aged 16-24 are currently not in education, employment or training (NEET).

Our report, '[Counting the cost: The UK's Employability Skills Crisis](#)', reveals that 64% of UK businesses say candidates with human capabilities such as face-to-face communication, problem solving, and effective time management are becoming harder to find.

This is putting providers under increasing pressure to engage learners, build confidence and support progression into positive destinations.

City & Guilds offers a suite of products and resources designed to help NEET and at-risk learners build confidence, develop employability skills and progress into education, training and work.



Provision to help support NEETs

Futures

Building brighter futures with digital credentials that recognise progress and build confidence.

Employability Framework

A structured approach to helping learners build the transferable skills, behaviours and confidence they need to succeed in the world of work.

› [Find out more: Employability Framework](#)

Curriculum Planning Guides

Bringing together sector-specific qualifications, units, and short courses, with employability skills mapped into clear, structured pathways.

› [Find out more: Curriculum planning guides for adult learners and those who are NEET, or at risk learners](#)



WHY WORK WITH CITY & GUILDS

Working with City & Guilds gives you access to comprehensive support including qualification resource materials, in-person and online events and direct, tailored support from our teams of sector and technical experts.

As part of our commitment to supporting learners into a job, on the job and onto the next job we also offer accreditation and certification for a modern, digital-first world, whether that's through our verifiable digital credentials or our Assured recognition service for in-house training programmes.

People support

We understand the value our customers put on having direct access to the support they need to maximise success. That's why our specialist teams are available to support you at every stage of planning and delivery.

Learn more about our support teams:

Digital solutions managers

Our digital support team provide training sessions and advice on how to get the most out of our elearning and admin platforms to support a smooth and successful delivery.

› [Find out more](#)

Customer support team

Whatever your question, our customer support team are available to support with all enquiries from providers, employers and learners.

› [Find out more](#)

Apprentice partnership managers

From onboarding apprentices through to assessment, our partnership managers support customers at every stage of the apprenticeship journey.

› [Find out more](#)

Business development managers

Your local contact on-hand to support you with all aspects of qualifications, apprenticeships and skills development.

› [Find out more](#)

Client managers

Our team of training experts work with employers to identify learning needs to maximise organisational growth.

› [Find out more](#)

Technical advisors

Our technical experts offer flexible support with programme delivery through in-person and online events and visits.

› [Find out more](#)

Funding and policy team

Get access to easy-to-digest funding and policy information and the latest updates.

› [Sign up for updates](#)

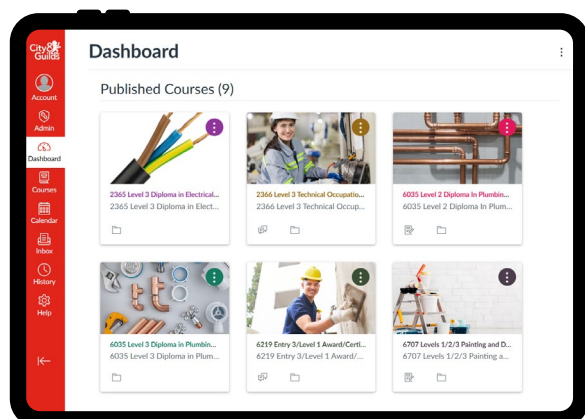




Networking and events

We run face-to-face and online events to keep you up to date with the latest policy and practice, as well as City & Guilds qualifications and services that support delivery.

› [Explore our upcoming events](#)



Teaching and learning support

SmartScreen is the City & Guilds tutor and learner support platform, providing online resources for our qualifications and apprenticeships.

Supporting over 150 qualifications and apprenticeships across 20 different industries, SmartScreen equips tutors and assessors with delivery tools and learners with engaging content.

› [Learn more about SmartScreen](#)

Digital credentials

As more and more of the hiring process moves to an online-first model, having a digital way to help showcase knowledge and skills to potential employers can be a crucial tool to support career progression.

Digital credentials are a visual representation of an individual's skills that provide a convenient way to easily capture and share accomplishments and abilities online with professional networks and potential employers. We offer digital credentials for the majority of our qualifications and programmes. They can be shared via email or social media and can provide a map of an individual's educational journey, giving your learners a competitive edge in the workplace.

› [Learn more about digital credentials](#)





Online resources and funding information

Qualifications reform hub

Stay informed with updated guidance, timelines, upcoming support events, FAQs and news around City & Guilds qualifications.

› [Find out more](#)

Apprenticeship reform

Find out more about apprenticeship assessment, including key policy updates, guidance on changes, new products in development, and upcoming events to help you navigate the future of apprenticeships with confidence.

› [Find out more](#)

Department for Education funding overview

View the Department for Education's full list of funding approval information for qualifications in England.

› [Find out more](#)

Teaching support

Enhance your skills and confidence with flexible qualifications designed to support effective teaching, learning, and assessment across diverse settings.

› [Find out more](#)





PARTNER WITH CITY & GUILDS

Interested in delivering City & Guilds qualifications or apprenticeships?

As a trusted leader in skills development, we offer a comprehensive range of qualifications and training solutions to prepare individuals for success in today's evolving workplace.

Working with us gives you access to a broad portfolio across multiple sectors, from entry-level qualifications to senior leadership pathways. Our on-hand support teams are here to help you deliver the best learning experience for your learners.

Complete the form below to request a call back to discuss your beauty portfolio.

› [Get in touch](#)



About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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