

Employer confirmation guide

City & Guilds Construction (Level 3) - Floorcovering

Form A and Form B to be completed by the learner's employer.

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Introduction

Employers have an enhanced role in the delivery of the new apprenticeship suite of qualifications in the construction and building service engineering sector.

The employer confirmation provides guidance to employers and training providers on how the National Occupational Standards (NOS) performance statements set by the industry have been met. By completing the following evidence documents and all required methods of assessment, the learner is able to apply for and attain the relevant industry competency card.

The purpose of the employer confirmation is to provide centres and trade bodies with the assurance that the learner is occupationally proficient and has covered the full range of relevant standards. The collection of evidence allows the training provider to check that 'Form A Employer Confirmation' and 'Form B Employer Checklist' are both valid. Upon completion there will be an audit trail to support the decision which will then allow the learner to proceed to their final assessment, the professional discussion.

Employer role

- They will work with and support learners throughout their apprenticeship.
- Attend an initial meeting with the training provider to identify the range of tasks required to meet NOS performance statements, work-based project and completion of 'Form A Employer Confirmation' and 'Form B Employer Checklist'.
- Provide opportunities for the learner to carry out the activities outlined within the NOS performance statements set by industry.
- Meet with training providers to review and record the learner's progress throughout their apprenticeship.
- Support the learner in gathering evidence to confirm proficiency in the activities that they carried out.
- In limited circumstances simulated activities can take place in a classroom or workshop environment to gather evidence subject to the simulation criteria listed below being fully met.
- Support the learner in documenting their evidence, eg through a journal or diary.
- Confirm when the learner has met the required standard for the trade and is ready to progress to their final assessment (the professional discussion), confirmed by completing 'Form A Employer Confirmation' and 'Form B Employer Checklist'.
- Support the learner in applying for their relevant industry competency card.

Training provider role

- The training provider will work with employers to guide and support the learner throughout their journey.
- They will attend an initial meeting with the employer to identify the range of activities required to meet industry NOS performance statements and the work-based project.
- Ensure the quality of 'Form A Employer Confirmation' and 'Form B Employer Checklist' which will allow the learner to progress onto their final assessment, the professional discussion.
- Ensure evidence gathered by all of their learners is appropriate and complete by carrying out and recording internal quality assurance sampling (confirmed by signing/dating section 3 of 'Form A Employer Confirmation').
- Support the employer and learner in documenting the evidence, eg a journal or diary, as referenced in the NOS performance statements.

City & Guilds | EAL

- Will provide training and support to training providers and employers through webinars and information on the Skills for Wales website.
- Ensure training providers have suitable and robust quality and assessment processes in place through our quality assurance department.
- Certificate learners upon successful completion of all assessment components.

Requirements of evidence

Compiling the learner's evidence should only start once the employer is satisfied the learner is consistently working at or above the criteria set out in the NOS performance statements. That is to say they are deemed to have achieved occupational proficiency. In making this decision, the employer may take advice from the learner's training provider. The overall decision must ultimately be made by the employer(s).

- Learners must document their evidence during the on-programme period of the apprenticeship.
- It must contain enough evidence, gathered within the workplace, to demonstrate the NOS performance statements.
- It will typically contain 15 pieces of evidence, and could take the format of a journal or diary.
- Evidence must be mapped against the NOS performance statements.
- Evidence sources might include (this is not a definitive list):
 - workplace documentation, for example job cards/job sheets, check sheets/quality check records, accident records, equipment check/maintenance records
 - annotated specifications, for example drawings, cutting lists, work instructions
 - annotated photographs
 - video clips (maximum duration 10 mins) supported by clear timestamps detailing when key pieces of evidence occur.
- Evidence should not include any methods of self-reflection or self-assessment.
- Any employer contributions should focus on direct observation (for example witness statements) of proficiency rather than opinions.
- The evidence must be authenticated by an employer and have been recently gathered. There should be enough evidence documented to show the site based performance statements have been met.
- The evidence provided must be valid and attributable to the learner; the documented evidence must be complete. The employer's signature on the confirmation document confirms this is the case.

Simulation

Simulated evidence is only acceptable where indicated in the **NOS performance statements checklist**. Units and assessment criteria where simulation is permitted are shown in ***bold italic***.

All simulated evidence must be:

- authentic and recently gathered
- sufficiently documented to demonstrate that the NOS performance statements have been met.

Where permitted, simulation can take place in a **classroom or workshop environment**. The simulated activity and setting must, as far as possible, reflect the conditions found on site, including:

- PPE
- supervision
- safety protocols
- realistic timescales; as would be reasonably expect on the job
- quality standards

For additional information refer to the [Consolidated Assessment Strategy for Construction and the Built Environment](#)

Form A Employer confirmation

This form is split into three sections and has been contextualised for each trade within the construction and building services engineering sectors. It is the responsibility of the employer to complete this form in collaboration with the training provider and learner.

Section 1

- Completed at the start of the learner journey following an initial meeting with the training provider.
- Identifies the range of activities required to meet the industry NOS performance statements and work-based project.

Section 2

- Identifies the unit headings of the NOS performance statements that the learner will have to complete.
- The employer will tick and initial the occupational unit a learner achieves while under their guidance.
- Provision has been made to allow for more than one employer to complete this section. This is to allow provision when a learner is employed through the shared apprenticeship scheme and more than one employer becomes involved.
- When more than one employer is involved with the same learner, this section will be completed by the employer who confirms the final activity in Form B has been carried out.
- When simulation has been carried out and is acceptable for a unit(s), the occupationally competent assessor will complete this section to confirm the activities in Form B have been completed.

Section 3

- This section is to be completed where a change of employer has occurred.
- This section is completed by each of the employers involved in supporting and guiding the learner, as well as the training provider, internal quality assurer and learner.
- When simulation is acceptable the occupationally competent assessor will complete this section.
- Upon completion the learner can be entered for their final assessment (the professional discussion).

Form B Employer checklist

This form has been contextualised for each trade within the construction and building service engineering sectors. The NOS performance statement log highlights the occupational units that a learner will have to complete for their trade. It is the responsibility of the employer(s) to complete Form B in collaboration with the training provider and learner.

- Each unit consists of a title, activity and provision for the employer(s) to confirm the learner is proficient by placing a tick within the corresponding employer box.
- Each occupational unit has provision for up to four employers to provide confirmation that the learner is proficient within each criteria.
- When a learner has more than one employer, the employer who signs as employer one will continue as employer one when completing documentation. Additional employers will complete the corresponding sections for additional employers.
- Employers are making judgements that in their view the learner can complete the activity to a satisfactory industry standard and in a timely and safe manner.
- Different employers may confirm the learner is proficient on the same activity which is acceptable.
- When simulation is acceptable for a unit(s), the occupationally competent assessor will make a judgement that in their view the learner can complete the activity to a satisfactory industrial standard and in a timely manner.
- The learner will gather and retain evidence to demonstrate how they have achieved the activity criteria in line with the NOS performance statement.

Employer and Provider 8 Step Delivery Guide

This 8 step guide gives employers and providers an overview of the learner support that will be required for the delivery of the Level 3 apprenticeship suite of Construction and Building Services Engineering qualifications in Wales.



Step 1

Learner secures employment and starts their learning journey.



Step 2

Provider meets with employer to identify the range of tasks required to meet the industry NOS performance statements and work based project.



Step 3

Develop and agree quality assurance checks for employer confirmation process.



Step 4

Periodic reviews of learner's progress and quality checks of evidence from industry.



Step 5

Observation of practical industry project.



Step 6

Final review meeting with employer and learner. Employer completes confirmation documentation, learner completes their documented evidence.



Step 7

Learner progresses to the final assessment. (Professional discussion.)



Step 8

Upon successful completion of all components City & Guilds will certificate and the learner can apply for the industry competency card.

Form A Employer confirmation

Employer confirmation is confirming the learner is occupationally proficient and has met all the NOS performance statements and can now continue to their final assessment, the professional discussion.

- The confirmation document is the responsibility of the employer with the support of the training provider.
- Quality assurance of the process will be the responsibility of the internal quality assurer.
- The awarding organisation will check the process as part of external quality assurance.

Section 1: Learner details

Learner name

Learner registration number

Qualification title and number

Centre name

Form A Continued

Section 2: NOS performance statements

NOS performance statements met for	Yes	Employer initial
Conform to general workplace, health and safety and welfare COSVR641		
Conform to productive practices COSVR642		
Move, handle and store resources COSVR643		
Co-ordinate and organise work operations COSVR213		
Develop customer relationships INSCS004		
Assess and evaluate conditions for floorcoverings COSVR307		
Assess and prepare subfloor surfaces for floorcoverings COSVR300		
Prepare surfaces to receive floorcoverings COSVR303		
Set out for laying floorcoverings COSVR302		
Prepare and fit underlays for floorcoverings COSVR301		
Install textile floorcoverings COSVR304		
Install resilient floorcoverings COSVR305		
Join and repair textile floorings COSVR309		
Install timber-based floorcoverings COSVR306		
Attitudes and behaviours		
Documented evidence complete		

Form A Continued

Upon completion the learner can now be entered for their final assessment, the professional discussion.

Section 3: Employers confirmation

Role	Company name	Employee name	Position in company	Signature (which may be typed)	Initial	Date
Learner						
Employer 1						
Employer 2						
Employer 3						
Employer 4						
Internal Quality Assurer						

Form B Employer checklist

NOS performance statement checklist: Floorcovering

Learner Name

Conform to General Workplace Health, Safety & Welfare (COSVR641)	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to: Demonstrate personal behaviour which shows active responsibility for general workplace health, safety, and welfare in the context of complying with organisational policies and procedures:				
Consideration of others				
Interpretation of given instructions to maintain safe systems of work				
Contributing to discussions (offer and provide feedback)				
Maintaining quality working practices				
Contributing to the maintenance of workplace welfare facilities				
Storage and use of equipment provided to keep people safe				
Disposal of waste and/or consumable items				
In accordance with organisational requirements with regards to:				
Dealing with accidents and emergencies associated with the type of work being undertaken and the work environment				
Methods of receiving or sourcing information				
Reporting				
Stopping work				
Evacuation				
Fire risks and safe exit procedures				
Consultation and feedback				

Form B Continued

Conform to Productive Work Practices (COSVR642)	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Communicate with line management, colleagues, or customers to ensure work is carried out productively				
Respect the needs of others when communicating				
Interpret procedures and use resources to plan the sequence of work, so that it is completed productively				
Complete documentation as required by the organisation				
Work productively with line management, colleagues, customers, or other people				
Apply the principles of equality and diversity				

Move, Handle or Store Resources (COSVR643)	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Use skills to move, position, store, secure and/or use lifting aids and kinetic lifting techniques				
Move, handle or store occupational resources to meet product information and organisational requirements relating to at least three of the following:				
Sheet material				
Loose material				
Bagged or wrapped material				
Fragile material				
Tools and equipment				
Components				
Liquids				

Form B Continued

Co-ordinate and organise work operations COSVR213	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Provide information as authorised for the work to be carried out in relation to:				
Scope of work				
When it will start				
How long it will take				
When it will finish				
Any associated hazards				
Agree work programmes and methods of work with the workforce				
Record and report the project organisation and communication systems which have been implemented				
Record and report any breakdowns in communication and the actions taken to resolve them in accordance with organisational procedures				
Organise and coordinate work with other occupations associated with the works within predetermined levels of authorisation				
Ensure resources are organised and allocated				
Manage designated work area, including resources, site tidiness and safe disposal of waste in accordance with current organisational and regulatory requirements within predetermined levels of authorisation				
Identify, record and report any unplanned circumstances, relating to at least five of the following:				
Occupiers				
Environment				
Vehicular access				
Hazards				
Trespass				
Near neighbours				
Public access				
Workplace conditions				

Form B Continued

Co-ordinate and organise work operations COSVR213	Employer			
	E1	E2	E3	E4
Health, safety and welfare				
Statutory regulations and limitations				
Codes of practice				
Manage/supervise the designated work area for operational purposes for at least five of the following:				
Safe storage				
Temporary works				
Environmental considerations				
Plant and/or equipment				
Temporary services				
Access and egress				
Security				
Continuing use by occupiers				
Welfare facilities				
Arrange the safe storage and efficient use of materials and equipment to minimise handling, movement and wastage				

Form B Continued

Develop customer relationships INSCS004	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Explain their organisation's products and services to customers				
Communicate with their customers to build and maintain their confidence in their organisation's products and services				
Estimate the time they require to deal with customers to meet their needs and expectations				
Reassure customers that they are doing everything possible to keep their organisation's promises to them				
Identify conflicts between customer expectations and their organisation's products and services				
Explain the limits of the products and services their organisation offers to customers				
Manage customer expectations by offering an alternative product or service when required				
Resolve any difficulties in meeting customer expectations				
Refer any difficulties that they cannot resolve, or are outside their level of authority, to colleagues				
Give additional help and information to customers to respond to their questions and comments about their organisation's services or products				
Discuss customers' expectations with them and explain how these compare with their organisation's products and services				
Share feedback received from their customers with colleagues				
Identify new ways of helping their customers based on the feedback they have given them				
Identify added value that their organisation could offer to long-term customers				
Follow the legal, organisational, codes of practice and policies relevant to their role and the activities being carried out				

Assess and evaluate conditions for floorcoverings COSVR307	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Demonstrate work skills to set up test, read, record				
Use testing and recording equipment and ancillary equipment				
Carry out tests to working instructions on the following floor surfaces: (a maximum of two can be simulated)				
Cementitious surfaces				
Proprietary screeds				
Timber-based surfaces				
Existing subfloors				

The simulated work environment should resemble a flooring installation site, equipped with various floor surfaces to allow the learner to carry out tests according to working instructions. The space should be a controlled yet dynamic setting, ensuring safety while providing hands-on experience with different flooring materials.

Tools, equipment, and instruments: testing and recording instruments and equipment

Materials and resources:

- cementitious surfaces: concrete slab or poured cement section
- proprietary screeds: site-mixed screed-based subfloor
- timber-based surfaces: floorboard, plywood or chipboard subfloor
- existing subfloors: pre-installed floor or screed

Standards and quality specifications:

- one square metre of each surface type should be tested
- zero tolerance allowed

Realistic timescale: 1 hour

Quantities of work: two tests within each area and two recordings per surface type should be completed

Physical conditions: Workshop or classroom environment

Form B Continued

Assess and prepare subfloor surfaces for floorcoverings COSVR300	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Demonstrate work skills to strip, assess, scrape, clean, measure				
Use and maintain hand and power tools and ancillary equipment				
Assess and prepare subfloor surfaces to working instructions relating to the following:				
Removal of existing floorcoverings				
Removal of surface contaminants				
Application of repair compounds				
Application of primers				
Application of smoothing compounds or fabricated underlayments				

Prepare surfaces to receive floorcoverings COSVR303	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Demonstrate work skills to measure, quantify, mark out, scrape, abrade, smooth, condition, mix, apply, finish, position, secure				
Use and maintain hand and power tools and ancillary equipment				
Prepare surfaces to receive floorcoverings to working instructions for the following:				
Cementitious surfaces				
Proprietary screeds				
Timber-based surfaces				
Uneven floor areas				
Suspended floors				
Staircases				

Form B Continued

Set out for laying floorcoverings COSVR302	Employer			
	E1	E2	E3	E4

The Floorcoverer must be able to:

Demonstrate work skills to measure, mark out

Use and maintain hand and power tools and setting out equipment

Set out areas to working instructions for laying floorcoverings on at least one of the following:

Horizontal surfaces

Inclined surfaces

Stepped surfaces

Shaped and coved areas

Prepare and fit underlays for floorcoverings COSVR301	Employer			
	E1	E2	E3	E4

The Floorcoverer must be able to:

Demonstrate work skills to measure, mark out, cut, position, fit, secure

Use and maintain hand and power tools and ancillary equipment

Prepare and fit underlays and associated fittings to working instructions

Install textile floorcoverings COSVR304	Employer			
	E1	E2	E3	E4

The Floorcoverer must be able to:

Demonstrate work skills to measure, mark out, cut, join, stretch, match, secure

Use and maintain hand and power tools and ancillary equipment

Form B Continued

Install textile floorcoverings COSVR304	Employer			
	E1	E2	E3	E4
Install textile sheet and tile floorcoverings, in contract or domestic situations, to working instructions to the following surfaces and areas:				
Horizontal				
Inclined				
Stepped				
Shaped and coved				
Install textile sheet and tile floorcoverings, in contract or domestic situations, to working instructions on the following:				
Solid floors				
Timber-based floors				
Suspended floors				
Steps				

Install resilient floorcoverings COSVR305	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Demonstrate work skills to measure, mark out, position, fit, join, roll, weld or seal				
Use and maintain hand and power tools and ancillary equipment				
Install resilient sheet and tile floorcoverings, in contract or domestic situations, to working instructions to the following surfaces and areas:				
Horizontal				
Inclined				
Stepped				
Skirtings				

Install resilient floorcoverings COSVR305	Employer			
	E1	E2	E3	E4
Install resilient sheet and tile floorcoverings, in contract or domestic situations, to working instructions on the following floors:				
Solid floors:				
Concrete				
Screed				
Timber-based floors				

Join and repair textile floorings COSVR309	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Demonstrate work skills to measure, mark out, cut, match, join, seam, fit, secure, finish				
Use and maintain hand and power tools and ancillary equipment				
Join and repair textile floorcoverings to working instructions				

The simulated work environment should replicate a real-world setting where learners can correctly join and repair textile floorcoverings according to working instructions. The space should be a controlled yet dynamic setting, ensuring safety while providing hands-on experience.

Tools, equipment, and instruments: jointing tapes, adhesives, repair materials, electric seamers, hand and power tools and ancillary equipment

Materials and resources:

- carpets for seam cutting and joining
- relevant underlay if required
- heat seam tape for residential carpet joins
- correct adhesive for double stick joins

Standards and quality specifications:

- two joins on different thickness textile floorcoverings
- no smaller than 1 linear metre in length
- zero tolerance allowed

Realistic timescale: 3 hours

Quantities of work: two joins on different thickness textile floorcoverings

Physical conditions: workshop or classroom environment

Install timber-based floorcoverings COSVR306	Employer			
	E1	E2	E3	E4
The Floorcoverer must be able to:				
Demonstrate work skills to measure, mark out, cut, position, fit, finish				
Use and maintain hand and power tools and ancillary equipment				
Install and finish at least two of the following floorcoverings, in contract or domestic situations, to working instructions:				
Wood block				
Solid wood				
Engineered wood				
Laminate				

Form B Continued

Attitudes and behaviours	Employer			
	E1	E2	E3	E4
The learner in their day to day execution of their role, demonstrated the following Personal Based Attitudes and Behaviours:				
Apply professional judgement and support				
Assertive and challenge unsafe behaviours/activities				
Confident and demonstrate innovation through the identification of areas for improvement and suggestion and/or development of innovative solutions				
Identify and manage risks to self and others				
Keep work area clean and tidy				
Punctual and manage own time effectively				
Think logically and in accordance with the demands of the situation using clear and valid reasoning when making decisions to undertake the work instructions				
Reliable and work effectively individually and in a team				
Work in accordance with quality requirements				
Work productively and be respectful (in terms of equality, diversity and inclusion)				
Dressed appropriately and work safely and ensure safety of others				
Work within own level of competence and know when to seek advice from others				

Employer	Company name	Employee name	Employee initial	Date
Employer 1				
Employer 2				
Employer 3				
Employer 4				

Contact us

City & Guilds

E: skillsforwales.customer@cityandguilds.com

EAL

E: skillsforwales.customer@eal.org.uk

T: 01924 930800

Lines open: Monday to Friday 08.00 to 18.00 GMT

About City & Guilds | EAL

City & Guilds and EAL are two awarding bodies who have come together to collaborate on the development of a suite of construction and building services engineering qualifications for Wales.

We bring over 150 years' experience of developing qualifications and assessments in the construction and built environment sector. City & Guilds and EAL have always shared a great relationship, so this really is a proven partnership that is truly focused on supporting the sector to meet the opportunity that the future holds.

We strongly believe in empowering people with opportunities for the future, and our aims of this new suite of qualifications are to help people get into a job, get on in the job and go further.

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

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Registered office: EAL, Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FA

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