**Games Makers**

**City & Guilds Level 2 Award in the Principles of Customer Service**

**in Hospitality, Leisure, Travel and Tourism**

**Frequently Asked Questions**

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| Q1. | Question: **What is the easiest way for me to get a response to my query?** |
| A1. | Answer: By e-mailing one of the following addresses:  **Test location enquiries (Including DDA & Wheelchair access):**  [gamesmaker@pitman-training.com](mailto:gamesmaker@pitman-training.com)  **Please note: we cannot answer questions regarding availability, ie; dates, and times slots etc., you must use the booking system for this information.**  **e-learning enquiries:**  [peopleserviceshelpdesk@uk.mcd.com](mailto:peopleserviceshelpdesk@uk.mcd.com)  **Overseas Enquiries:**  [peopleserviceshelpdesk@uk.mcd.com](mailto:peopleserviceshelpdesk@uk.mcd.com)  **Certificate Enquiries:**  [maria.johansson@cityandguilds.com](mailto:maria.johansson@cityandguilds.com) |
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|  | **QUICK ACCESS TO LINKS:**  **Link to Access Kineo e-learning area:**  <https://welcome.kineolearning.com/login/index.php>  **Link to Access Booking system direct:**  <https://welcome.kineolearning.com/login/index.php>  **Link to Order replacement certificate:**  <http://www.cityandguilds.com/Career-Ideas/Help-for-Learners/Replacement-Certificates> |
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| Q.2 | Question: **How long will the test be available to Games Makers?** |
| A.2 | Answer: The test will be available for up to 12 months after the Olympics, the last date being 30 September 2013. |
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| Q.3 | Question: **Do I have to complete the e-learning before I can book my test?** |
| A.3 | Answer: Yes, you must complete the e-learning first, to access the e-learning please click on this link here <https://welcome.kineolearning.com/login/index.php> |
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| Q.4 | Question: **Do I have to go to a test centre to take the test, or can I take it on-line?** |
| A.4 | Answer: Yes, you do have to take the test at an authorised test centre. The test is an on-line test and is not paper based, it will be carried out in proper exam conditions, complete with an Invigilator. This is not a test that you can take on-line at home. |
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| Q.5 | Question: **Can I take my test outside of the UK?** |
| A.5 | Answer: Test centres are only available in the UK, Ireland and Isle of Man. We cannot accommodate testing outside of the UK. |
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| Q.6 | Question: **Can I take the test on a weekend or evening?** |
| A.6 | Answer: There is no testing available on a weekend, but some of the test centres do offer testing on certain evenings throughout the week, but you will have to check the booking system to see if there is anything available at your local test centre. |
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| Q.7 | Question: **If I complete my e-learning, and do not want to make a booking at that time, but decide to book the test at a later date, do I need to go back through the e-learning, or can I go direct to the booking system?** |
| A.7 | Answer: No, you do not have to go back through the e-learning, you can go direct to the booking system via your Games Maker area where you carried out the e-learning, <https://welcome.kineolearning.com/login/index.php> a link is located in the bottom left hand corner of that section. |
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| Q.8 | Question: **Where is my nearest test centre?** |
| A.8 | Answer: The test booking system has a map with all the locations detailed for your information, so you can locate your nearest centre, there is also a ‘Directions’ link so that you can see the address and postcode of the centre. Then all you have to do is select this location on **step 1** of the booking system, along with the date you would like to take the test. The system will then bring up all the available time slots for that particular location. If there are none available, you need to select an alternative date. |
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| Q.9 | Question: **I notice there is a Pitman Training Test Centre close to where I live but they are not in the drop down list of the test locations. Can you organise for me to take the test at the centre so I don’t have to travel?** |
| A.9 | Answer: Unfortunately, we cannot offer any other centres than the ones that are listed. Not all Pitman Training Centres have chosen to take part in the Games Maker testing. We have tried to spread the locations of the centres evenly throughout the UK as best we can. |
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| Q.10 | Question: **There doesn’t seem to be any test slots at my chosen venue, does this mean I will not get to take my test?** |
| A.10 | Answer: No, the booking system runs on a 3 months rolling basis, and will only show 3 months ahead at any one time. If there are no slots available at that time, it means the test centre is fully booked. You will need to go back into the booking system at a later date, and you will find that more time slots are available going forward. |
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| Q.11 | Question: **I need to take a sign interpreter with me to the test, as I am deaf. How do I organise that?** |
| A.11 | Answer: Yes this is allowed. You will need to organise the signer yourself and organise them to go with you to the test. Once you have organised the signer and the test, you need to email [gamesmaker@pitman-training.com](mailto:gamesmaker@pitman-training.com) and confirm what you have arranged so that they can inform the test centre. |
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| Q.12 | Question: **I need to know what wheelchair access and disability arrangements are at a particular test centre, who do I need to contact?** |
| A.12 | Answer: If you email [gamesmaker@pitman-training.com](mailto:gamesmaker@pitman-training.com) they have details of what facilities the test centres have and they can confirm for you. |
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| Q.13 | Question**: I want to change my test date what do I do?** |
| A.13 | Answer: You can change the date on the booking system, through either the amendment link, or the cancellation link found on your booking confirmation email that has been sent through to your email address after you completed the booking. |
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| Q.14 | Question: **I need to cancel my booking as I now cannot make it. How do I do this?** |
| A.14 | Answer: You need to go into your booking confirmation email you received when you made your booking, and you will find the link that will take you back into the booking system so that you can cancel your test. You must do this as quickly as possible. You can go in and re-book the test at a later date should you require to do so. Please do not email the enquiry links, as they cannot do this for you. |
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| Q.15 | Question: **How do I get details changed on my certificate?** |
| A.15 | Answer: E mail [maria.johansson@cityandguilds.com](mailto:maria.johansson@cityandguilds.com) |
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| Q.16 | Question: **I have had my certificate for 3 months and now realise my details are incorrect what should I do?** |
| A.16 | Answer: Access the City & Guilds website on the following link and follow the steps to order a replacement.  You will be charged for your replacement.  <http://www.cityandguilds.com/Career-Ideas/Help-for-Learners/Replacement-Certificates> |
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**IT TECHNICAL FAQ’S**

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| Q.17 | Question: **Can I access the test booking system via Apple Operating Systems, eg iPad or iPhone?** |
| A.17 | Answer: The booking system works on the following web-browsers:   * Internet Explorer 7-9, * Firefox * Chrome S * Safari (6) on Mac   BUT the booking system is NOT COMPATIBLE with iPads or iPhones. |
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| Q.18 | Question: **I am having difficulties accessing my e-learning and the booking system, it keeps coming up with error messages or the links are not working, can you help?** |
| A.18 | Answer: **Before** you contact any of the enquiry email addresses, please ensure that your computer is working correctly, and that your system is set up to access these various links. If you are still experiencing problems, firstly go to another computer and try them again to eliminate that it is not a problem with your computer. Then email if you are still experiencing problems. (E-mail address is in FAQ Answer 1) |
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