

Level 2 Certificate in Manufacturing Practices (5938-01)

February 2018 Version 2.3



Qualification at a glance

Subject area	Manufacturing
City & Guilds number	5938
Age group approved	Pre-16, 16-18, 19+
Entry requirements	Level 2
Assessment	By assignment
Fast track	Available
Support materials	Centre handbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number	
Level 2 Certificate in Manufacturing Practices	87	190	5938-01	600/5114/0	For learners registered before 1 April 2014
Level 2 Certificate in Manufacturing Practices	56	130	5938-01	601/3036/2	For learners registered after 1 April 2014

Version and date	Change detail	Section
2.2 January 2018	Updating footers	All
2.1 August 2017	Added TQT details	Qualification at a glance, Structure
	Deleted QCF	Throughout
2.0 March 2014	Amend rules of combination	Introduction
2.1 February 2018	Added TQT and GLH details	Qualification at a Glance, Structure



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1 Introduction

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

Area	Description
Who is the qualification for?	It is for candidates who work or want to work in the manufacturing sector
What does the qualification cover?	It allow candidates to learn, develop and practise the skills required for employment and/or career progression in the manufacturing sector.

Structure

For learners registered before 1 April 2014

To achieve the **Level 2 Certificate in Manufacturing Practices**, learners must achieve 19 credits from the mandatory units.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
R/503/6147	201	Understand statutory regulations and organisation safety requirements	3
F/503/9464	202	Manufacturing operation processes	3
L/503/9466	203	Contribute to problem solving in working relationships	4
J/503/9465	204	Manufacturing products	3
R/503/9467	205	Principles of testing and inspection activities	3
Y/503/9468	206	Fundamentals of using computer controlled equipment	3

For candidates registered after 1st April 2014

To achieve the **Level 2 Certificate in Manufacturing Practices**, learners must achieve a minimum of 13 credits. 10 credits from the mandatory units and a minimum of 3 credits from the optional units.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
R/503/6147	201	Understand statutory regulations and organisation safety requirements	3
F/503/9464	202	Manufacturing operation processes	3
L/503/9466	203	Contribute to problem solving in working relationships	4
Optional			
J/503/9465	204	Manufacturing products	3
R/503/9467	205	Principles of testing and inspection activities	3
Y/503/9468	206	Fundamentals of using computer controlled equipment	3

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 NVQ Diploma in Restoring Furniture	87	190
Level 2 NVQ Diploma in Fitted Furniture and Interiors - Installing furniture, blinds and shutters.	56	130



Centre requirements

Approval

If there is no fast track approval for this qualification, existing centres who wish to offer this qualification must use the **standard** Qualification Approval Process.

Resource requirements

Centre staffing

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

- be occupationally competent or technically knowledgeable in the area 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, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Candidate entry requirements

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

Age restrictions

There is no age restriction for this qualification unless this is a legal requirement of the process or the environment.



2 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 qualification[s].
- any units they have already completed, or credit they have accumulated which is relevant to the qualification[s].
- 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[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for this qualification:

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. *Recording forms* are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the qualification consultant, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.



3 Assessment

Candidates must successfully complete the tasks and short-answer questions included in each assignment for the relevant mandatory unit. All assignments and detailed assessment guidance for this qualification are included in the following documents produced by City & Guilds:

- Assessment Pack
- Answer Pack

The above documents are downloadable from the 5938 qualification page on the City & Guilds website www.cityandguilds.com.

Passwords are available on the Walled Garden.

Level 2 Certificate in Manufacturing Practices

Unit Number	Unit Title	Assessment method	Where to obtain assessment materials
201	Understand statutory regulations and organisation safety requirements	Assignment	Assessment Pack
202	Manufacturing operation processes	Assignment and short-answer questions	Assessment Pack
203	Contribute to problem solving in working relationships	Assignment and short-answer questions	Assessment Pack
204	Manufacturing products	Assignment and short-answer questions	Assessment Pack
205	Principles of testing and inspection activities	Assignment and short-answer questions	Assessment Pack
206	Fundamentals of using computer controlled equipment	Assignment and short-answer questions	Assessment Pack

Time constraints

Time constraints are outlined in the assessment pack.

Test specifications

Centres must refer to the assignment composition as part of the assessment pack.

5 Units

Availability of units

Below is a list of the learning outcomes for all the units. If you want to download a complete set of units, go to **www.cityandguilds.com**

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Unit 201

Understand statutory regulations and organisation safety requirements

UAN:	R/503/6147
Level:	Level 2
Credit value:	3
GLH:	9
Relationship to NOS:	This unit is linked to SEMBIT2-01, which outlines the competence required to deal with statutory regulations and organisational safety requirements in the workplace environment.
Endorsement by a sector or regulatory body:	This unit is endorsed by SEMTA, the Sector Skills Council for Science, Engineering and Manufacturing Technologies.
Aim:	The aim of this unit is to provide learners with the understanding needed when dealing with statutory regulations, guidance and approved safe working policies and how these are applied safely and responsibly in the workplace environment.

Learning outcome
The learner will: 1. know health and safety guidance, legislation and approved policy for workplace environments
Assessment criteria
The learner can: 1.1 describe how to comply with the health and safety at work act 1974 and main statutory legislation relating to the workplace environment 1.2 identify relevant legislation and reporting procedures specific to the organisation's work activities 1.3 state where health and safety information is located 1.4 list the steps required to carry out a risk assessment

Range

1.1 Main statutory legislation: Workplace (Health, Safety and Welfare) Regulations 1992, Management of H&S at Work, Manual Handling Operations, Display Screen Equipment, Provision and Use of Work Equipment, Control of Substances Hazardous to Health, Noise at Work, PPE, Disability and Discrimination Act 1995

1.2 Relevant legislation and reporting procedures: Industry specific regulations; PUWER and MSDS

1.3 Health and safety information: Company specific information

1.4 Steps: 5 steps; use company specific risk assessment template or standard version.

Learning outcome

The learner will:

2. know roles and responsibilities for safe working practices and emergency procedures

Assessment criteria

The learner can:

- 2.1 identify fire and other evacuation **procedures**
- 2.2 identify **first aider** and **location** of the first aid facilities
- 2.3 state actions to be taken in event of an **emergency, accident, injury and dangerous occurrences**
- 2.4 describe **statutory accident and reporting procedures**

Range

2.1 Procedures: Company fire fighting procedures; fire drills; designated assembly points, fire policy

2.2 First Aider: name; first aiders identification process **Location:** First Aid box and contents, eyewash station, defibrillator, medical/rest room; emergency showers

2.3 Emergency, accident, injury and dangerous occurrences: floods, bomb alerts, electrical black outs, chemical and hazardous substance spillages, near miss and hazardous malfunctions reporting procedures, evacuations and other incidents.

2.4 Statutory accident and reporting procedures: RIDDOR; location of accident book; COSHH

Learning outcome

The learner will:

3. understand how to apply safe working practices in the workplace environment

Assessment criteria

The learner can:

- 3.1 identify required **PPE** in the workplace environment
- 3.2 describe safety symbols and signs in the workplace
- 3.3 explain how to **deal with hazards and risks** in the workplace
- 3.4 identify **hazardous symbols** in the workplace
- 3.5 describe how to dispose of **waste**
- 3.6 describe communication procedures for informing **personnel** of unsafe working practices

Range

3.1 PPE: specific to the learners job role

3.3 Deal with hazards and risks: safety inspections; hazard checks; risk assessments; common causes of fire; ergonomics

3.4 Hazardous symbols: main hazardous symbols; International COSHH signage

3.5 Waste: hazardous and non-hazardous substances; disposal of spillage materials; recycling of materials and rubbish; confidential and controlled documentation; data protection.

3.6 Personnel: employees; visitors and contractors

Unit 201 Understand statutory regulations and organisation safety requirements

Supporting information

When delivering this unit, the following examples could be used in extension to the range provided in the learning outcomes.

Learning Outcome 1

- **Procedures:** learners must be able to identify different types of fire fighting equipment
- **Industry specific regulations:** Risk assessments; near miss reports; accident and RIDDOR reports; fire testing and evacuation reports; fire certificate; PAT testing; permit to work; REACH; Hot Work permits and exposure limits such as radiation.
- **Company specific information:** PPE provision and information; manual Handling guidance; MSDS storage; permits; lone working; working at height/confined spaces.
- **Risk assessment template:** Learners should use a company template or be provided with a suitable alternative

Learning Outcome 2

- **RIDDOR and COSHH:** Learners should be provided with RIDDOR templates and examples of COSHH procedures such as how to use control equipment (LEV's and RPE), permits to work, safety data sheets, use of PPE, following hygiene procedures and spill kits.

Learning Outcome 3:

- **PPE specific to job role:** Learners should be provided with examples of PPE included in all sectors eg hard hats, gloves, high-vis jackets, lanyards, gel risk supports, chairs, anti-glare screen, masks
- **Safety inspections and hazard checks:** Learners should use a company template or be provided with a suitable alternative
- **Common causes of fire:** electrical, smoking, portable heaters, refuse/rubbish, hazardous goods, arson, industry specific such as welding equipment, blowlamps, flammable liquids etc.
- **Ergonomics:** include RA and DSE assessments, link to SOP's, workplace audits etc
- **International COSHH signage:** to include symbol or pictogram for danger, flammable, oxidiser, explosive, corrosive, compressed or liquefied gas, aquatic toxicity, warning, sensitizer, carcinogenic. Learners could compare old and new signage and look at differences, as new hazard 'pictogram' has no written word identification. Learners could identify some common applications for all

Unit 202

Manufacturing operation processes

UAN:	F/503/9464
Level:	2
Credit value:	3
GLH:	18
Sector or regulatory body:	SEMTA
Aim:	To provide learners with the understanding needed to support manufacturing operations processes by preparing and maintaining the work area, transferring materials and completing all required documentation accurately

Learning outcome
The learner will: 1. know the key factors for supporting manufacturing operations processes
Assessment criteria
The learner can: 1.1 describe how to prepare and maintain work areas 1.2 describe techniques used to transfer materials 1.3 describe the checks required to support manufacturing operations 1.4 identify documentation required to support manufacturing operations 1.5 state the importance of accurate documentation

Range
1.1 Prepare and Maintain <ul style="list-style-type: none">• use of job specifications• identifying/checking equipment• identifying/checking materials• waste• housekeeping
1.2 Techniques <ul style="list-style-type: none">• manual• hand operated• power operated

1.3 Checks

Transferring:

- the materials are as specified on the documentation;
- the materials are stacked safely
- materials are in a suitable condition for the transferring operation
- the load does not exceed the safe lifting capacity of the equipment
- the load is secure
- there are no restrictions or obstacles preventing transfer of the materials

Preparing:

- equipment
- work instructions
- raw materials
- components

Controlling

- standard operating procedure
- quality procedures
- production sampling
- output requirements

Concluding

- work instructions
- completion/shutdown procedures
- output requirements

1.4 Documentation

- job specification
- work instructions
- materials requisite
- equipment requisite
- order form
- production quota documentation

1.5 Importance

- product produced to requirements
- consistent production
- correct material usage
- correct equipment usage
- correct number of units (not sure if we should use units here or products?) produced
- maintain stock levels
- deliver customer requirements

Learning outcome

The learner will:

2. be able to support manufacturing operations processes

Assessment criteria

The learner can:

- 2.1 **prepare equipment** and materials for manufacturing operations
- 2.2 interpret instructions to undertake manufacturing operations processes
- 2.3 apply **procedures** used in manufacturing operations processes
- 2.4 collect **data** which reflects condition of manufacturing processes
- 2.5 **record** data which reflects condition of manufacturing processes

Range

2.1 prepare equipment to specification requirements to include:

- type
- quantity
- quality
- size
- appropriateness
- condition

2.2

- written
- verbal
- visual
- electronic
- supplier

2.3 procedures

- Concluding or Handing-over

2.4 data

- quality of finished product
- dimensional accuracy
- raw material use
- consumable material use
- machinery condition
- equipment or tool condition
- output/production targets

2.5 record

- written
- verbal
- electronic
- visual

Unit 203

Contribute to problem solving in working relationships

UAN:	L/503/9466
Level:	2
Credit value:	4
GLH:	16
Sector or regulatory body:	SEMTA
Aim:	To provide learners with the understanding needed to recognise and deal with problems, be aware of the importance of their own self development and contribute to improving effectiveness in the workplace

Learning outcome
The learner will: 1. know factors that can affect working relationships
Assessment criteria
The learner can: 1.1 identify statutory regulations that can affect working relationships 1.2 describe the importance of presentation and timekeeping in the workplace 1.3 describe the importance of sharing knowledge and information with teams and other groups 1.4 identify ways to develop and maintain good working relationships 1.5 identify different methods and styles of communication

Range
1.1 <ul style="list-style-type: none">• disability• equal opportunities• discrimination• harassment
1.2 <ul style="list-style-type: none">• presentation• dress

- conduct
- behaviour
- timekeeping
- productivity
- punctuality
- attendance

1.3

- performance
- problems and difficulties
- good practice
- staff skills

1.4

- team
- other groups
- customers

1.5

- written
- verbal
- non-verbal
- electronic
- visual

Learning outcome

The learner will:

2. know how to deal with problems in working relationships

Assessment criteria

The learner can:

2.1 describe **the procedures** for dealing with and reporting problems

2.2 identify **types** of problems

2.3 identify **techniques** to solve problems

2.4 explain how to use **data** and **information** to help resolve issues

2.5 identify who to refer to if you have problems that you cannot resolve

Range

2.1

- written
- verbal
- visual
- electronic

2.2

- potential
- deviation
- improvement

2.3

- practical
- theoretical
- experiential

2.4

- trends
- variances
- faults

2.5

- supervisor
- team leader
- quality manager

Learning outcome

The learner will:

3. know the importance of self development

Assessment criteria

The learner can:

- 3.1 describe the importance of **contributing** to your own personal development
- 3.2 describe the benefits of **continuous personal development**
- 3.3 identify what **training opportunities** are available in your workplace
- 3.4 describe the importance of reviewing training and development objectives
- 3.5 identify **key personnel** for training and development

Range

3.1

- reading
- observing
- practising
- asking questions

3.2

- functional skills
- work skills and knowledge

3.3

- on-the-job
- off-the-job
- e-learning
- job shadowing

3.4

- self-assessment
- appraisal
- feedback from others

3.5

- supervisor
- manager
- training manager

Learning outcome

The learner will:

4. know how to contribute to improving effectiveness in the workplace

Assessment criteria

The learner can:

- 4.1 state why it is important to work effectively
- 4.2 describe improvement opportunities
- 4.3 state the **benefits** to you and your organisation if improvements are identified
- 4.4 identify the data and information available to you to communicate your ideas effectively to others

Range

4.1

- Cost
- Production
- Quality
- Standardisation

4.2

- product
- process
- work area
- training and development

4.3

- self
- efficiency bonuses

- productivity
- health and safety
- organisation
- financial
- quality
- customer satisfaction

4.4

- targets
- outputs
- trends
- variances
- faults

Unit 204

Manufacturing products

UAN:	J/503/9465
Level:	2
Credit value:	3
GLH:	18
Sector or regulatory body:	SEMTA
Aim:	To provide learners with the understanding needed to maintain quality requirements while producing basic manufactured products in the workplace

Learning outcome
The learner will: 1. be able to produce basic manufactured products
Assessment criteria
The learner can: 1.2 use equipment to achieve required specifications 1.3 interpret operational procedures in specifications 1.4 monitor and control equipment to achieve required specifications 1.5 identify the operations to be performed 1.6 outline the importance of following specifications

Range
1.1 <ul style="list-style-type: none">• machinery• process plant• tools (hand operated, power operated and portable)
1.2 <ul style="list-style-type: none">• written• verbal

- visual
- electronic

1.3

- checking
- sampling
- adjusting
- reporting

1.4

- manual
- power assisted
- hand operated

1.5

- importance
- cost
- production levels
- customer requirements
- specification
- verbal
- Visual
- Written

Learning outcome

The learner will:

2. be able to maintain quality when manufacturing products

Assessment criteria

The learner can:

- 2.2 identify methods of minimising waste during manufacturing operations
- 2.3 identify variations from specifications
- 2.4 describe how to identify faults and problems in manufacturing operations
- 2.5 identify allowable adjustments to achieve specifications

Range

2.1

- eight wastes
- overproduction
- waiting
- unnecessary motion
- transporting
- inappropriate processing
- unnecessary inventory defects

- untapped human potential
- plan, do, check, act
- waste walks
- standard operating procedures (SOPs)
- tracking

2.2

- quality of produce
- material use
- measurement accuracy
- flow process
- equipment use
- equipment configuration

2.3

- operation safety
- productivity
- material faults
- equipment faults
- shortages

2.4

- tolerances
- dimensions
- properties
- conditions

Unit 205

Principles of Testing and Inspection activities for manufactured products

UAN:	R/503/9467
Level:	2
Credit value:	3
GLH:	13
Sector or regulatory body:	SEMTA
Aim:	To provide learners with the understanding needed to carry out inspection and testing activities by identifying faults and taking appropriate action to minimise their impact

Learning outcome
The learner will: 1. know how to carry out testing and inspection activities
Assessment criteria
The learner can: 1.2 identify different types of testing and inspection activities 1.3 describe how to check testing and inspection equipment 1.4 describe components of job specifications 1.5 describe types of allowable tolerances 1.6 describe different types of faults 1.7 describe types of sampling strategies to check quality 1.8 describe the impact of sampling strategies on quality

Range
1.1 <ul style="list-style-type: none">• sampling• batch• random

- planned

1.2

- visual
- electronic
- manual

1.3

- process
- tolerances
- measurements, volume, capacity
- quantity and quality

1.4

- measurement
- speed
- weight
- capacity
- dimension

1.5

- random
- defined
- defect
- material
- equipment

Learning outcome

The learner will:

2. be able to carry out testing and inspection activities

Assessment criteria

The learner can:

- 2.1 interpret job specifications
- 2.2 comply with testing and inspection activity procedures
- 2.3 review results of testing and inspection activities
- 2.4 apply **actions** to minimize impact when specifications have not been met
- 2.5 **report** on results of tests and inspections

Range

2.4

- stop production
- increase checks
- report findings
- make adjustments

- quarantine
- 2.5
- written
 - verbal
 - statistical
 - electronic

Unit 206 Fundamentals of using computer controlled equipment

UAN:	Y/503/9468
Level:	2
Credit value:	3
GLH:	13
Sector or regulatory body:	SEMTA
Aim:	To provide learners with the understanding needed to use computer controlled equipment to manufacture products

Learning outcome
The learner will:
1. know how to make products using computer controlled equipment
Assessment criteria
The learner can:
1.1 describe how to obtain specification documentation
1.2 describe actions if error messages are displayed
1.3 describe methods used to minimise waste in computer controlled manufacturing operations
1.4 identify faults, problems or variations in computer controlled manufacturing operations
1.5 describe allowable adjustments to achieve specifications in computer controlled manufacturing operations
1.6 identify the appropriate people within the working area
1.7 identify the responsibilities of appropriate people within the working area

Range
1.2

- respond
- make adjustments within permitted responsibility
- stop
- report to appropriate person
- record

1.3

- ensuring correct amount of production
- regular quality checks
- optimum machine performance
- minimising waste materials
- minimising machine downtime

1.4

- quality
- quantity
- accuracy
- material utilisation
- operational safety
- productivity
- manufacturing changes

1.5

- tolerance
- dimensions
- properties
- conditions
- program

1.6

- line manager
- quality control
- team leader

1.7

- manage the process to ensure stated outcomes are achieved
- ensure sufficient and correct quality checks are made
- guarantee the quality of product
- organise people, materials, equipment and time

Learning outcome
2. be able to manufacture products using computer controlled equipment
Assessment criteria
The learner can:

- 2.1 check manufacturing programs are at correct start point
- 2.2 **interpret procedures** for starting, running and stopping computer programs
- 2.3 **monitor** computer controlled manufacturing operations
- 2.4 apply permitted adjustments to maintain **production**
- 2.5 produce manufactured products to specification and quality requirements

Range

2.2

- job instructions
- computer controlled equipment / tool operating instructions
- specification requirements
- materials usage

2.3

- identify faults/variations
- specification requirement
- materials usage

2.4

- Quality
- Accuracy
- material utilization
- manufacturing changes
- productivity



Appendix 1 Relationships to other qualifications

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw



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**.

Centre Manual - Supporting Customer Excellence 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:

- 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 such 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.

City & Guilds
Believe you can



www.cityandguilds.com

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
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Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 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	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
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Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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