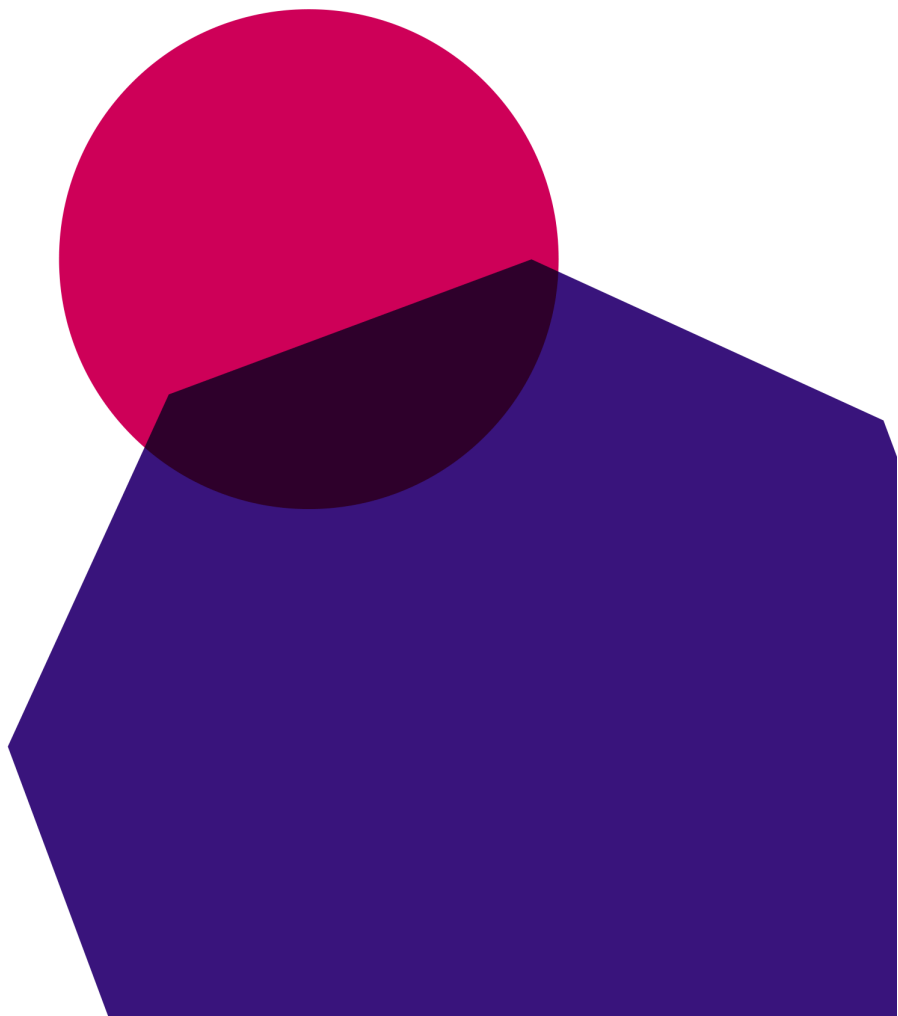


Access Arrangements and Special Consideration

When and how applications need to be made to
City & Guilds

Version 2.5
October 2019



Document change history

Changes to specific sections of the document are listed below.

Changes for October 2019:

Page	Chapter	Change
9	Legacy Functional Skills English	Guidance on Functional Skills English qualifications updated. Guidance on legacy Functional Skills Maths and ICT qualifications (3748) removed.
11	Reformed Functional Skills English	Guidance on reformed Functional Skills English qualifications (4748) added.

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1 Introduction

Access arrangements allow candidates to show what they know and can do without changing the demands of the assessment. For example, through the use of readers, scribes and Braille question papers.

Access arrangements are agreed before an assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the assessment.

This document describes how to apply for access arrangements for City & Guilds qualifications and assessments. It should be used in conjunction with the following documents:

- Individual qualification handbooks and assessment guides,
- JCQ Access Arrangements, Reasonable Adjustments and Special Consideration,
- How to apply for access arrangements using the Walled Garden.

Centres should consider the following points when determining suitable access arrangements:

- what arrangements are suitable for the qualification,
- the candidate's normal way of working (eg support normally given in lessons or the workplace),
- the details of how specific access arrangements would work in an assessment,
- whether evidence or an application to City & Guilds is required,
- any assistance from City & Guilds that may be required to put the arrangements in place.

For vocational qualifications, candidates must achieve the required number of units, credits or components in order to gain the full qualification. They must meet all the learning outcomes and assessment criteria. It may be possible to achieve a unit certificate where the candidate is not able to achieve the full qualification.

This document also covers:

- which arrangements centres do not need to apply for,
- how to apply for access arrangements,
- any deadlines that apply,
- where to get more information.

This document does not cover all possible arrangements. If a candidate needs an arrangement not mentioned in this document, the centre should discuss it with City & Guilds. See **Section 2.5** for more details.

Regulatory references

City & Guilds is regulated by four regulators across the UK who set requirements for reasonable adjustments and special consideration. The requirements are:

- Ofqual - General Conditions of Recognition (2018), Conditions G6 and G7,
- Qualifications Wales – Standard Conditions of Recognition (2017), Conditions G6 and G7,
- SQA Accreditation - Regulatory Principles (2014), Principle 11,
- CCEA Regulation - General Conditions of Recognition (2016), Conditions G6 and G7.

2 How to apply for access arrangements

2.1 Applying for access arrangements online (UK centres only)

UK centres **must** apply for the following access arrangements using the Walled Garden:

- unmodified question paper on A3 / coloured paper,
- extra time (including 25%),
- practical assistant,
- reader / computer reader,
- scribe (including speech recognition technology),
- sign language interpreter.

For most applications, centres will be told instantly whether or not the arrangement is approved. For some requests (eg. over 100% extra time), the request will be referred to City & Guilds. If this happens, centres should contact City & Guilds for more information as soon as possible.

For the suite of leadership and management qualifications developed by ILM but now awarded by City & Guilds, UK centres can apply for access arrangements on the Walled Garden.

2.2 Applying for access arrangements by email

For some access arrangements, applications **must** be made to City & Guilds and cannot be completed using the online system on the Walled Garden.

UK centres

Centres **must** apply for the following access arrangements by email:

-
- bilingual dictionary with 10% extra time,
- Braille question papers,
- electronic versions of paper-based question papers (eg. PDFs),
- paper versions of e-volve-only tests,
- live speaker,
- modified enlarged paper,
- modified language paper,
- oral language modifier,
- tactile diagrams,
- transcript of recording.

International centres

Centres **must** apply for the following access arrangements by email:

- Braille question papers,
- electronic versions of paper-based question papers (eg. PDFs),
- extra time,
- paper versions of e-volve-only tests,
- live speaker,

- modified enlarged paper,
- modified language paper,
- oral language modifier,
- practical assistant,
- reader / computer reader,
- sign language interpreter,
- scribe (including speech recognition technology),
- tactile diagrams,
- transcript of recording.
- unmodified question paper on A3 / coloured paper.

Making applications



E: policy@cityandguilds.com



T: +44(0)20 7294 2772

All forms for Access Arrangements are available electronically from City & Guilds' website, www.cityandguilds.com.

All applications must be received by the following deadlines.

Access arrangements	Deadline
Modified assessment materials (including Braille)	3 months before the month of the examination, eg. by 31 August for December examinations.
Other applications made to City & Guilds	1 month before the examination.

Please note: the deadlines for modified assessment materials apply only where the modifications are being prepared by City & Guilds. For example, the deadlines would not apply to Braille question papers ordered directly from the Walled Garden catalogue or where permission has been given to photocopy materials onto A3 paper.

City & Guilds aims to send a confirmation for all applications, within two weeks of receipt.

2.3 Modified Question Papers

Braille and modified enlarged (size 24 on A4) question papers for Functional Skills can be ordered directly from the Walled Garden catalogue. For all other modifications and qualifications, centres **must** make a separate application, by email, to City & Guilds to order any modified assessment materials.

Please remember modified question papers can be requested for e-volve tests, as well as paper-based ones. Centres can also request electronic versions of paper-based question papers, eg. PDFs.

Modified question papers can be tailored to the candidate's needs, so please be specific when making requests. City & Guilds will make every effort to produce modified question papers for candidates as requested. However, in certain circumstances it may not be possible to produce a modified question paper exactly as requested by a centre. This could, for example, be due to cost, time or the security of the assessment.

If the candidate has written their answers in braille, the centre must transcribe their answers into print before sending them off for marking. Braille scripts, without a transcript, cannot be marked by City & Guilds.

2.4 Access arrangements permitted by the centre

The following access arrangements can be given without having to consult City & Guilds or apply on the Walled Garden:

- amplification equipment,
- bilingual dictionary without extra time,
- closed circuit television (CCTV),
- coloured overlays,
- low vision aid/ magnifier,
- optical character reader (OCR) scanners,
- prompter,
- read aloud / reading pen,
- supervised rest breaks,
- word processor.

Centres should refer to the qualification handbook and/or assessment guide for any qualification-specific guidance.

2.5 Any other access arrangements

If a centre wishes to use an arrangement that is not listed in this document, then the centre should contact City & Guilds to discuss the arrangement further. Arrangements will usually be permitted, if they are appropriate for the assessment and for the candidate.

The fact that it is not listed does not mean it is not permitted. City & Guilds makes every effort to provide detailed information to centres, but it is not possible to list every possible access arrangement a candidate may need.

3 Access arrangements for specific types of qualification

3.1 Entry Level qualifications

Entry Level qualifications recognise basic knowledge and skills, and the ability to apply learning in everyday situations under direct guidance or supervision. Learning at this level involves building basic knowledge and skills, and is not geared towards specific occupations.

There are two major differences for access arrangements at Entry Level. The centre:

- **is not** required to have every candidate individually assessed by a specialist, although the centre **must** determine the needs of the candidate and their normal way of working,
- is permitted to allow more access arrangements without prior permission from City & Guilds.

The table below lists some of the access arrangements available:

Access arrangements	Permitted by
Braille/ modification of non-secure assessment material	Centre
Braille or large print examination papers	City & Guilds
Supervised rest breaks	Centre
Reader	Centre
Scribe	Centre
Practical assistant	Centre
Sign language interpreter	Centre
Bilingual dictionaries	Centre
Prompter	Centre
Early opening of question papers to photocopy on to A3/coloured paper	Centre
Early opening of question papers for sign interpreters to prepare	Centre
Timetable alterations (for dated examinations only)	City & Guilds
Extra time in timed assessments	Centre
Oral language modifier	Centre

Please contact City & Guilds about any access arrangements not on this list.

3.2 Competence-based vocational qualifications (including NVQs and SVQs)

This section covers access arrangements for competence-based vocational qualifications that are centre assessed using a portfolio of evidence and subject to external quality assurance.

For any under-pinning knowledge tests or assignments within an NVQ/SVQ, please refer to **Section 2** on page 4.

Centres are advised to consider any access arrangements that may be required before a candidate is enrolled on a qualification. Access arrangements **must not** invalidate the learning outcomes or assessment criteria and where possible should reflect the candidate’s normal way of working within the centre or workplace.

Centres should inform their EQA of all access arrangements as part of the visit planning process. Evidence of need does not need to be included in this notification. Centres **must** consult City & Guilds where an arrangement could invalidate the assessment.

General guidance

- Access arrangements must be put in place before the candidate begins any assessment.
- Centres should make sure access arrangements are suitable for the assessment before the candidate starts working on it. If the centre is not sure, they should consult City & Guilds before putting the access arrangement in place.
- A candidate must not receive marks for something somebody else has done. For this reason, a practical assistant is not usually permitted for practical components.
- If a word processor can be permitted, it can be permitted for all candidates and it doesn’t need to be treated as an access arrangement.
- EQAs must be able to sample the work of any candidate selected for sampling at the centre. This means in some cases (eg where the candidate has produced work in Braille), the centre will need to provide a transcript, as well as the original work.
- Health and Safety may be a concern for some qualifications and this should be taken into consideration when agreeing suitable access arrangements. Candidates must not complete an assessment in a way that puts their safety, or the safety of others, at risk.
- Where an access arrangement has been put in place, the Internal Quality Assurer (IQA) must ensure that records are kept for quality assurance purposes.

The table below provides guidance on some of the access arrangements available:

Access arrangements	Guidance
Extra time	Only applicable where assessment is timed.
Sign language interpreter	Consult City & Guilds before the assessment if speaking or listening is being assessed.
Modified assessment materials	Refer to Section 2.3 , on page 5, if modification by City & Guilds is required.
Practical assistant	Cannot be used in practical assessments, please contact City & Guilds for more information.
Reader	Reads written assessment materials (ie questions and instructions) exactly as they are written, must not read reference material or labels on equipment
Scribe	Where a candidate has difficulty writing, the centre should investigate different forms of evidence that can be used, for example video evidence may be a possibility.
Rest breaks	Only applicable where assessment is timed

For information on any access arrangements not listed or for more detail, please contact City & Guilds.

3.3 Technical qualifications

This section covers access arrangements for level 2 and 3 Technical qualifications.

Synoptic assignments

The table below provides guidance on some of the access arrangements available:

Access arrangements	Guidance
Extra time	Only applicable where assessment is timed. In some cases the times given are for guidance only, not mandatory assessment times.
Modified assessment materials	Refer to Section 2.3 , on page 5, if modification by City & Guilds is required.
Practical assistant	Cannot usually be used in practical assessments, please contact City & Guilds for more information.
Rest breaks	Only applicable where assessment is timed
Word processors	All candidates can type their answers, with spell check.

If there are any parts of the assignment that the candidate may not be able to access, please contact City & Guilds as soon as possible.

Theory exams

The table below provides guidance on some of the access arrangements available:

Access arrangements	Guidance
Extra time	For e-volve tests, extra time must be added when the exam is booked. If this is not done, contact City & Guilds as soon as possible to amend the test duration.
Modified assessment materials	Candidates must be entered for the paper-based version. Refer to Section 2.3 , on page 5, if modification by City & Guilds is required.
Word processors	Candidates must have approval for a scribe if they wish to use spell check. No approval is needed for a word processor without spell check.

3.4 Legacy Functional Skills English qualifications - 3748

The below gives guidance on where access arrangements can be used in Functional Skills English. For information applying for these access arrangements, see How to apply for access arrangements, on page 4. For any access arrangements not listed, please contact City & Guilds for more information. For information on Maths and ICT, please refer to the specification.

Functional Skills English (Reading)

Access Arrangement	Yes/No	Additional Information
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for all candidates .
Reader	No	
Computer reader	Yes	
Sign Language Interpreter	No	
Scribe	Yes	
Speech recognition technology	Yes	
Word processor	Yes	
Practical Assistant	Yes	

Reading within Functional Skills English is defined as the independent decoding and understanding of written language and text in a purposeful context. “Text” is defined as materials that include the use of words that are written, printed, on-screen or presented using Braille.

A computer reader may be used in the Reading component, providing it’s the candidate’s normal way of reading. A computer reader is an acceptable arrangement, since it still allows the candidate to independently meet the requirements of the reading standards.

A (human) reader cannot be used to demonstrate the requirements of the reading standards as this does not meet the requirement for independence. As a last resort, an exemption from the Reading component can be requested for a disabled candidate who cannot use assistive technology.

Functional Skills English (Speaking, Listening and Communication)

Sign Language (i.e. BSL, SSE) can be used, provided this is made accessible to all participants in the discussion. **No other languages are permitted as alternatives to English.**

Access to augmentative speech equipment is permitted, where it reflects the candidate’s normal way of working. As a last resort, an exemption from the Speaking, Listening and Communication component can be requested for a disabled candidate who cannot use assistive technology.

Functional Skills English (Writing)

Access Arrangement	Yes/No	Additional information
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for all candidates .
Reader	Yes	
Computer reader	Yes	

Access Arrangement	Yes/No	Additional information
Sign Language Interpreter	Yes	
Scribe	No	
Speech recognition technology	Yes	
Word processor	Yes	
Practical Assistant	Yes	

Writing within Functional Skills English is defined as the independent construction of written text to communicate in a purposeful context. 'Text' is defined as materials that include the use of words that are written, printed, on-screen or presented using Braille and which are presented in a way that is accessible for the intended audience.

Speech recognition technology may be used in the Writing component (all Levels), providing it's the candidate's normal way of writing. The use of speech recognition technology is acceptable since it allows the candidate to independently meet the requirements of the writing standards.

A (human) scribe cannot be used to demonstrate the requirements of the standards as this does not meet the requirement for independence. As a last resort, an exemption from the Writing component can be requested for a disabled candidate who cannot use assistive technology, if the candidate cannot access any part of the assessment.

3.5 Reformed Functional Skills English qualifications - 4748

The below gives guidance on where access arrangements can be used in reformed Functional Skills English qualifications. For information applying for these access arrangements, see How to apply for access arrangements, on page 4. For any access arrangements not listed, please contact City & Guilds for more information. For information on Maths, please refer to the qualification handbook.

Functional Skills English (Reading)

Access Arrangement	Yes/No	Additional Information
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for all candidates .
Reader	No	
Computer reader	Yes	
Sign Language Interpreter	No	
Scribe	Yes	
Word processor	Yes	
Practical Assistant	Yes	

Reading within Functional Skills English qualifications is defined as the independent understanding of written language in specific contexts. “Text” is defined as materials that include the use of words that are written, printed, on-screen or presented using Braille.

A computer reader may be used in the Reading component, providing it’s the candidate’s normal way of reading.

A (human) reader cannot be used to demonstrate the requirements of the reading standards as this does not meet the requirement for independence.

Functional Skills English (Speaking, Listening and Communicating)

‘Speaking, listening and communicating’ within Functional Skills English qualifications is non-written communication, normally conducted face-to-face and can also include ‘virtual’ communication methods such as telephone or spoken web-based technologies. The terms ‘speaking, listening and communicating’ are intended to be interpreted in a broad, inclusive way and are not intended to create any unnecessary barriers to candidates with speech or hearing impairment.

Sign Language (i.e. BSL, SSE) can be used, provided this is made accessible to all participants in the discussion. **No other languages are permitted as alternatives to English.**

Access to augmentative speech equipment is permitted, where it reflects the candidate’s normal way of working.

Functional Skills English (Writing)

Access Arrangement	Yes/No	Additional information
Extra time	Yes	
Dictionaries and bilingual dictionaries	No	
Reader	Yes	
Computer reader	Yes	
Sign Language Interpreter	Yes	
Scribe	No	
Word processor	Yes	Predictive text/spelling and grammar check are not permitted
Practical Assistant	Yes	

Writing within Functional Skills English qualifications is defined as the independent construction of written language to communicate in specific contexts. ‘Text’ is defined as materials that include the use of words that are written, printed, on-screen or presented using Braille and which are presented in a way that is accessible for the intended audience. Dictionaries, electronic grammar and spell checkers cannot be used.

Assistive technology may be used in the Writing component (all Levels), providing it’s the candidate’s normal way of writing. The use of assistive technology is acceptable, providing it meets the requirements listed above.

A (human) scribe cannot be used to demonstrate the requirements of the standards as this does not meet the requirement for independence.

Exemptions

As a last resort, an exemption from any component can be requested for a disabled candidate who cannot use assistive technology, if the candidate cannot access any part of the assessment.

3.6 End-point assessment (EPA)

For e-volve tests within an EPA, the process is the same as it is for e-volve tests within any qualification. For other types of assessment with an EPA, guidance is given below:

Access arrangements	Guidance
Extra time	Only applicable where assessment is timed. In some cases the times given are for guidance only, not mandatory assessment times.
Practical assistant	Cannot usually be used in practical assessments, please contact City & Guilds for more information.
Rest breaks	Only applicable where assessment is timed
Remote assessment	For some assessments, the Independent End-point Assessor (IEPA) may not be in the same location as the candidate. If the candidate cannot access a remote assessment, due to their disability, it may be possible to make alternative arrangements, provided these are permitted by the assessment plan.

4 Evidence of need

Centres must keep evidence on file for access arrangements for a minimum of three years after the assessment date. City & Guilds may ask to see copies of the evidence held for specific candidates. Centres must keep copies of access arrangements confirmations from City & Guilds on file (including those from the Walled Garden and email correspondence).

The candidate **must** be consulted by the centre before an access arrangement is made by the centre, or an application is submitted to City & Guilds.

The evidence required will depend on the access arrangements being requested. Below are examples of documents that could be used to support an application (this list is not exhaustive):

- a letter from a hospital consultant or a psychiatrist,
- a letter from a Speech and Language Therapist,
- a Statement of Special Educational Needs,
- Education, Health and Care Plan,
- Educational Psychologist's report,
- JCQ Form 8.

All evidence **must**:

- be dated,
- be from when the candidate was at least 12 years old
- include details of the author (eg name, position),
- be relevant (for example, if a centre is applying for a reader and no other arrangements, there would be no reason to include the results of a spelling test),
- specify the candidate's disability.

In addition centres must hold evidence of the candidate's normal way of working. This can be in the form of a note written by the centre.

For more detailed information, please refer to the **JCQ Access Arrangements, Reasonable Adjustments and Special Consideration** document.

5 Special Consideration

5.1 Definition of special consideration

Special consideration is a post-assessment adjustment to a candidate's mark to reflect temporary illness, temporary injury or other indisposition at the time of the assessment, which has had an effect on a candidate's ability to take that assessment.

For more detailed information please refer to the JCQ document, A Guide to the Special Consideration Process.

5.2 Dated Examinations

Special consideration may be given following a **dated** examination for candidates who are present for the examination and have been disadvantaged, for example, by temporary illness or adverse circumstances during the assessment.

Where an assessment requires a competence, criterion or standard to be met fully, or in the case of a Licence to Practise, it may not be possible to apply special consideration.

In the case of an **on-demand** assessment, the assessment should be rescheduled.

5.3 Extensions for externally-moderated assessments

Where a candidate meets the criteria for special consideration it may be possible to permit an extension to the deadline for the submission of work. An extension of no more than two weeks can be given.

The centre **must** contact City & Guilds as soon as possible to make a request.

5.4 Candidates who are absent from dated examinations for acceptable reasons

When a candidate has missed a dated examination for acceptable reasons and the centre is prepared to support an application for special consideration, the centre should contact City & Guilds.

Please remember, special consideration is not available where:

- there is another resit opportunity available to the candidate,
- the candidate has already taken and passed the examination,
- the candidate has not completed all the other required components/units.

5.5 Honorary certificates

Where a candidate has been registered for a qualification and has subsequently died, or is terminally ill and unable to complete the full qualification, the centre may request an honorary certificate.

Please contact City & Guilds for more information.

5.6 Making an application for special consideration

Applications for special consideration must be made in writing by the head of centre / examinations officer, per candidate, per assessment and sent to City & Guilds. Details of the circumstances must be supplied. No applications will be acceptable if submitted directly by candidates, parents or employers.

Applications for examinations, must be submitted within five working days of the examination date. Applications will not be accepted after the publication of results.

It is important to process applications for special consideration before the issue of results, so it may not be possible to respond individually to each request.

Applications should be sent to:



E: policy@cityandguilds.com



T: +44(0)20 7294 2772

Appendix 1 Category codes

The codes below are used, on the Walled Garden, when booking e-volve tests with time extensions.

Category code	Description
BH	Reader and writer – hearing impairment
BL	Reader and writer – learning difficulties
BP	Reader and writer – physical impairment
BV	Reader and writer – visual impairment
RH	Reader – hearing impairment
RL	Reader – learning difficulties
RP	Reader – physical impairment
RV	Reader – visual impairment
TH	Extra time only – hearing impairment
TL	Extra time only – learning difficulties
TP	Extra time only – physical impairment
TV	Extra time only – visual impairment
WH	Writer – hearing impairment
WL	Writer – learning difficulties
WP	Writer – physical impairment: permanent or temporary
WV	Writer – visual impairment
SL	Bilingual translation dictionary

Notes

- 1 Where additional time only is provided please use the appropriate code which begins with 'T'. The other codes include additional time if required in association with other provision.
- 2 Reader and writer above cover any communication medium to or from the candidate including use of magnification, sign language interpreters, speech recognition software and word processors where these are not the standard means of accessing the examination or producing the answers.

Appendix 2 Guidance on e-volve tests

Additional time

Centres must apply for the arrangement on the Walled Garden before booking the test. Centres can then schedule time extensions for candidates needing up to 25% extra time. A guide on how to do this can be found at www.cityandguilds.com/e-volve.

Centres cannot add extra time to a test after it has been booked. For on-demand e-volve tests, a new test should be booked.

Time can be added in percentage multipliers of the test time, in increments of five, eg. 5%, 10% up to 25%. Some assessments, including Functional Skills English and some Underpinning Knowledge Tests will allow up to 50% extra time.

If centres need to book more than this percentage, they should email policy@cityandguilds.com, with all the test details. A confirmation email will be sent when the booking is made. The maximum extra time available on e-volve is 100%.

Rest breaks

The candidate must, as usual, be supervised during any short rest breaks and the system must be invigilated to ensure that no one else can access the candidate's test or accidentally close the test down. When a break is needed, the test must be paused. The use of the pause function through the SecureAssess portal will lock the assessment as well as stop the clock. This function should also be used in the event of an emergency.

Use of a practical assistant

The e-volve software allows candidates to use a keyboard or mouse and does not support other means. If the keyboard or mouse is not a standard one, we recommend that the student is given access to the e-volve Navigation Test well in advance of the proposed examination date, using the special keyboard or mouse. Should any difficulties be experienced with the equipment, City & Guilds would be happy to consider the use of a practical assistant.

Use of other software

At present, the use of other software with e-volve is not supported for locked down tests. For In-app tests, please contact City & Guilds for more information on using assistive software.

Learners have the ability to change the text colour and background once they have entered their keycode. This leaves the learner time to find the best combination for their particular need. Information on using magnification software with e-volve can be found on the City & Guilds website, www.cityandguilds.com.

A paper-based version of the examination can be requested, all assessment materials are available in a range of formats, on request.

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