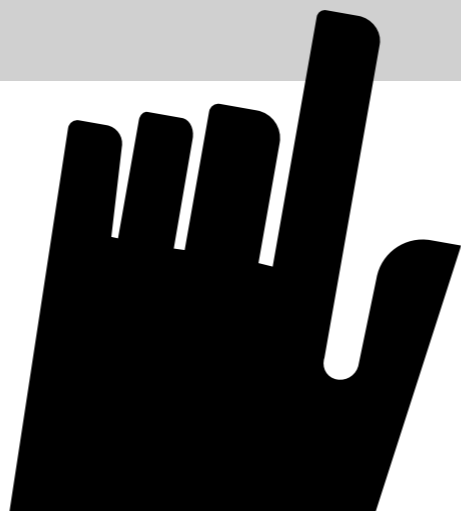
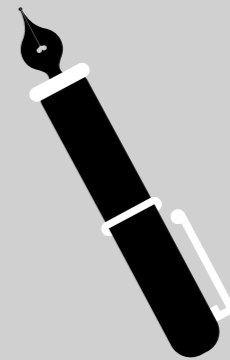
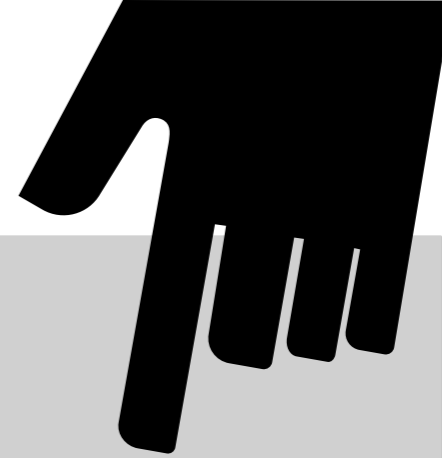


WORK READY

CONTENTS



WHY WORK READY?

With nearly 202 million people unemployed in 2013, getting into a job is becoming more and more difficult around the world, particularly for young people.


Almost half (43%) of surveyed employers are unable to find staff with the essential workplace skills* This means that those seeking employment must be able to demonstrate that they're fully prepared for the world of work.

SO WHAT ARE EMPLOYERS LOOKING FOR?

As well as strong vocational skills, employers want staff to be productive from day one. This includes having abilities such as:

- Being able to work across Microsoft Office software and manage a diary system
- Presenting themselves well and being able to work as part of a team
- Problem solving skills and being able to communicate effectively

This is why City & Guilds has developed Work Ready, a portfolio of qualifications that allow learners to demonstrate to employers that they'll be ready to contribute fully, from the day they start.



**GETTING INTO A
JOB IS BECOMING
MORE DIFFICULT
AROUND THE WORLD,
PARTICULARLY FOR
YOUNG PEOPLE**

* United Nations International Labour Office,
Enhancing Youth Employability: The Importance of Core Work Skills



WHY WORK READY?

Work Ready courses focus on the essential workplace skills that employers demand.

Our extensive range of units allows you to tailor content to suit learners' individual needs. We have worked in partnership with training providers, industry experts and other stakeholders, such as JISC, Microsoft and the BBC, to ensure that our qualifications provide relevant, work ready skills.

As a flexible portfolio across IT, Business Administration and Employability, they've been developed to be taken alongside learners' main qualifications, enabling them to get a job and progress on the job, at an affordable price.

- A wide range of courses and qualifications offers learners the flexibility to select the courses most suitable for them
- Flexible assessments • skills are assessed when learners are ready, and in ways that best suit them
- Internationally recognised: so learners can feel confident with their resumé, wherever they are
- Comprehensive support: everything you need to deliver the courses, at no extra cost

THE COURSES WE OFFER

Work Ready is designed to meet the needs of all learners, regardless of their age, level of current knowledge and skills or their career ambitions. Courses are available in:

- Business Administration: from understanding the principles of project management to understanding the principles of supporting change in a business environment
- ITQ: from understanding the potential of IT to learning how to set up an IT system
- Employability: from applying for a job to building working relationships in the workplace



ABOUT OUR ASSESSMENTS

We work with employers, tutors and learners to make sure the assessment criteria for our qualifications meet everyone's needs. We do this by ensuring that each assessment is relevant, engaging, coherent and fair.

RELEVANT

We consult with industry professionals to create assessments that test the critical skills and knowledge that today's employers are looking for.

ENGAGING

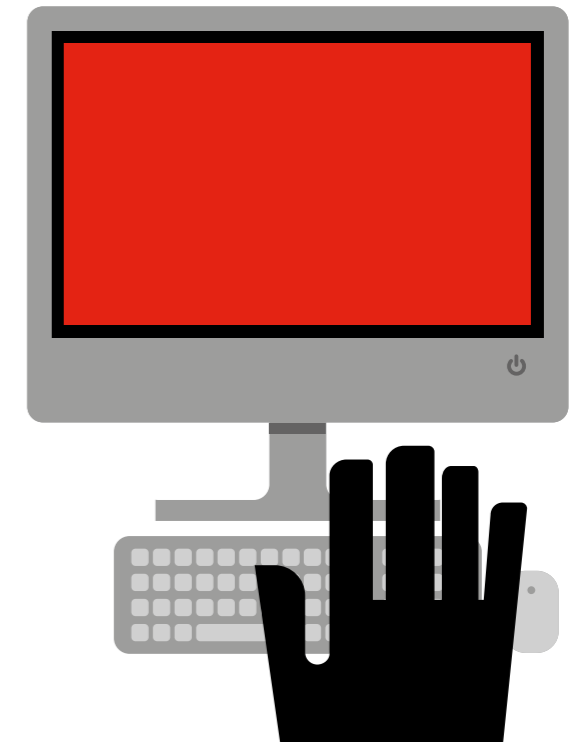
Our aim is to capture the attention of learners from start to finish; motivating them to succeed by incorporating interesting course material wherever possible.

COHERENT

We do everything we can to ensure that learners fully understand our assessments. We use straightforward language to deliver the clearest possible instructions.

FAIR

We avoid unfair discrimination by focusing solely on the relevant skills and knowledge needed to pass particular courses; considering only the necessary assessment criteria for each qualification.



ABOUT OUR ASSESSMENTS

METHODS OF ASSESSMENT

Not all courses are the same, and not all learners are the same. That's why we use different types of assessment to suit different needs. A summary of our different methods of assessment is below. However, do check the course pages of this brochure to see how different Work Ready courses are assessed.

E-VOLVE ONLINE TEST

These are highly accessible, multiple-choice online exams that are perfect for assessing a learner's knowledge anywhere, anytime. They also reduce the amount of admin required. E-volve Online Tests offer instant feedback, immediate results and are externally marked. Put simply, you can set exams whenever is most convenient for you.

PRACTICAL ASSIGNMENTS

These are flexible assessments that can be coordinated around the learner's readiness and availability. They're invigilated by a City & Guilds examiner, but take place within your centre, making them easier for you to organise.

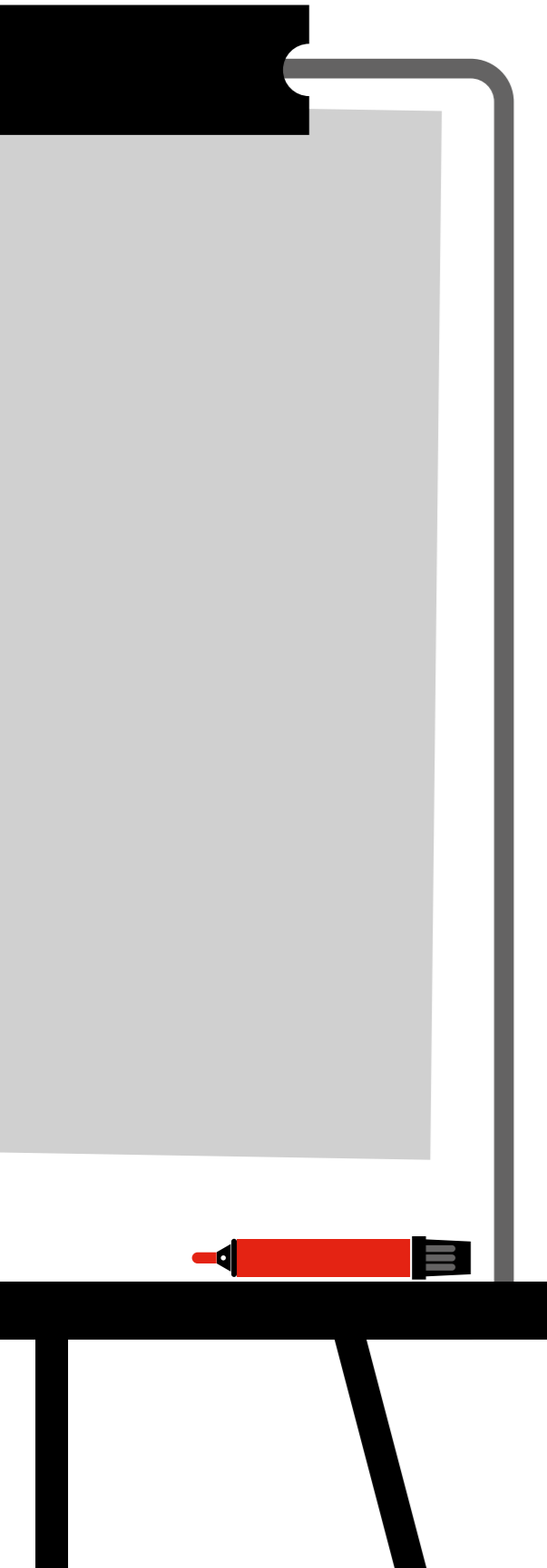
CENTRE-SET ASSIGNMENTS

These tests are coordinated and assessed entirely by the centre. They offer a great deal of flexibility for customers and can be adapted to fit the readiness and knowledge levels of learners. They're a great way to monitor the progress of a learner throughout their course and can be devised to match the unit grading criteria.

PORTFOLIO

These are paper-based or web-based information management systems used for evidence gathering and assessment and verification of the evidence. They can be used for any competence-based qualifications with predefined assessment criteria. They simplify assessment processes without sacrificing assessment quality.

Visit our website for: [e-volve familiarisation material](#)



HOW WE SUPPORT TEACHING AND LEARNING

We give you everything you need to deliver our courses, all covered in the price, with no hidden charges. If you'd like more help in boosting your success rates, we have comprehensive online resources to choose from. They not only help you save time and money, they assist in the delivery of learning materials, enabling your learners to have the best possible experience.

Depending on the course, you will be provided with some of the following resources:

- **Qualification handbook:** everything you need to know to deliver our qualifications
- **Assessment packs:** comprehensive materials to effectively plan and conduct assessments
- **Exemplar assignments:** example assignments that demonstrate 100% achievement
- **Sample schemes of work:** examples of how to structure courses
- **Sample session plans:** example session plans for classes and workshops
- **Individual learning plans:** ready-made templates to map individual learner's goals and objectives
- **Handouts:** pre-prepared subject material to support key topics
- **Worksheets:** learners' worksheets (tasks and questions) to photocopy and distribute
- **Activities:** pre-prepared activity guides
- **Assessment support:** online support in assessing learners' progress
- **Further reading/links:** suggested materials and sources to increase subject depth
- **Glossary:** subject terms, clearly explained
- **Equipment lists:** a checklist of necessary equipment for delivery
- **Career sheets:** detailed career summaries related to courses
- **PowerPoint presentations:** prepared presentations for tutors to use in classes and workshops
- **Practice question papers:** comprehensive practice papers to prepare learners for assessment



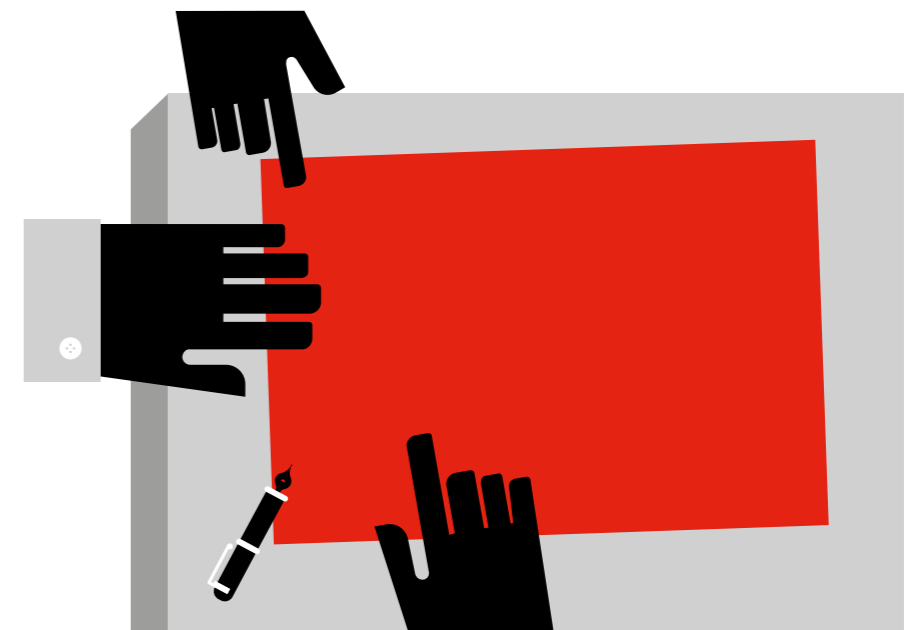
HOW WE SUPPORT TEACHING AND LEARNING

Your online teaching and learning resource portal

SmartScreen is a one-stop online shop with unlimited access to everything you and your learners need for a positive learning experience. It helps save time in planning, teaching activities and can help learners complete their studies faster.

[View our SmartScreen site](#)

 **SmartScreen**



OUR QUALITY ASSURANCE

If you're an existing customer of ours, delivering similar courses, we may be able to fast track your approval for Work Ready, so please speak to your **local office** to be sure. If you're new to City & Guilds, here is an overview of our approach to quality assurance:

QUALITY ASSURANCE YOU CAN TRUST

Our approach to quality assurance is designed to support your centre and uphold our quality standards. To do this, we assign each centre with a subject matter expert who we call an 'External Verifier' or 'EV'.

Our EVs are trained to offer advice and guidance around the delivery of our courses. As well as being our guardians for quality, they also act as mentors and provide recommendations on how your centre can meet our quality requirements. With a City & Guilds EV, you have your own trusted, expert consultant that you can always rely on.

YOUR GUIDE TO DELIVERING OUR COURSES

When becoming an approved City & Guilds centre, you'll receive your International Centre Guide. It's included in the approval fee and is your step-by-step guide to ensuring that you're delivering our courses to the City & Guilds standard. It covers the key areas of:

- Management and administrative systems
- Physical and staff resources
- Assessment
- Quality assurance

GETTING APPROVED

We set our standards high. That's why our brand, and our qualified learners, are renowned the world over. It's also why any centre wishing to offer City & Guilds qualifications must be officially approved by us.

Our local customer service team and expert consultants will be with you to help you get everything up and running as quickly and easily as possible.



WHAT YOU SHOULD DO NEXT

If you are a centre that already delivers City & Guilds courses, or are a new centre that would like to start delivering them, click on the link below:

For anything else, just contact your local office and they'll be happy to help.



WHAT YOU SHOULD DO NEXT

Gaining approval is quick and easy, just follow these steps:

STEP 1: LEARNER NUMBERS

There's a minimum requirement for the number of learners per course, per year, that we can accept. Please check the number of learners you expect to enroll and get in touch with your local office. They'll be happy to discuss your delivery plans and might even be able to assist with your marketing efforts.

STEP 2: APPROVAL PREPARATION

To make sure you're ready, use the information in the [Qualification Handbook](#) and the [International Centre Guide](#) to check you have the following:

- Fully-qualified training and assessment staff
- Appropriate facilities and equipment for teaching, learning and assessment
- Robust management and quality assurance systems

STEP 3: APPROVAL APPLICATION

Those who want to add new qualifications to their existing City & Guilds portfolio only need to apply for that qualification. In some cases, where customers already offer similar courses, we may be able to fast-track their application approval. New centres should complete the Centre Approval form and send it to their local office. We'll then help get everything up and running as quickly as possible.

We'll be continually developing the Work Ready portfolio to include new courses and qualifications that will further enhance learners' employability skills. To keep up-to-date with Work Ready, and the opportunities it offers, or if you have anything else you wish to ask us about, we're here to help. Just contact your local office.

FIND YOUR LOCAL OFFICE

DOWNLOAD APPLICATION FORM

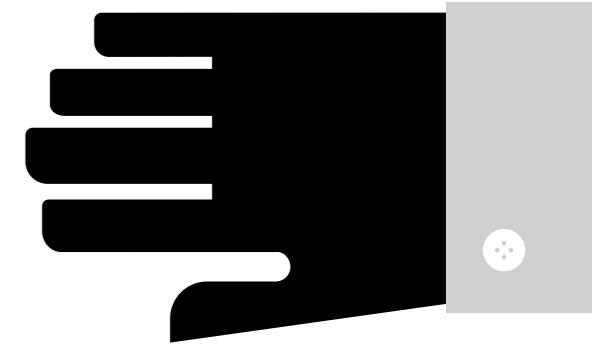


APPENDIX

WORK READY PORTFOLIO



	BUSINESS ADMINISTRATION	IT USER	EMPLOYABILITY
L4			
L3			
L2			
L1			
ENTRY L3			
ENTRY L2			



ENTRY LEVEL 2: AWARDS, CERTIFICATES AND DIPLOMAS IN EMPLOYABILITY SKILLS (5546)

POPULAR UNITS

- Planning for progression
- Personal finance
- Behaviour at work
- Effective communication
- Introduction to ICT
- Applying for a job
- Improve personal manner and conduct
- Searching for a job
- Working as part of a group
- Personal skills

Have a look on our [website](#) to see all of our employability units.

ASSESSMENTS

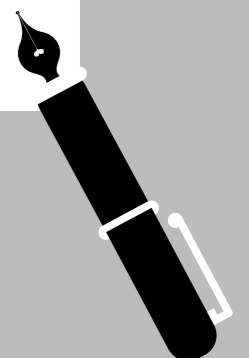
Learners are required to successfully complete a portfolio of evidence.

WHO IS THE COURSE FOR?

You have some experience working and want to gain further skills and confidence to become more employable or continue in education.

SUPPORT MATERIALS

- Qualification handbook
- Unit handbooks
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended websites
- Worksheets
- Handouts
- Sample scheme of work
- Activity
- Sample session plans
- Presentations
- Evidence record sheet
- PowerPoint presentations
- Delivery grid
- Logbook
- Glossary
- Crossword
- Mapping curriculum
- E-learning package (additional costs)



ENTRY LEVEL 3: AWARD AND CERTIFICATE FOR IT USERS (START IT - ITQ) (4249-51)

POPULAR UNITS

- Entry 3 IT user fundamentals (2 credits)
- Entry 3 Database software (2 credits)
- Entry 3 Desktop publishing software (2 credits)
- Entry 3 Using email (1 credit)
- Entry 3 Using the Internet (1 credit)
- Entry 3 Presentation software (2 credits)
- Entry 3 Spreadsheet software (2 credits)
- Entry 3 Word processing software (2 credits)
- Entry 3 Online basics (1 credit)
- Entry 3 Computer basics (Microsoft) (1 credit)
- Entry 3 Productivity programmes (Microsoft) (1 credit)

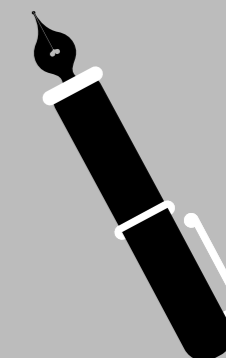
Have a look on our [website](#) to see all of our business IT units.

ASSESSMENTS

Learners are required to successfully complete assignments and a portfolio.

WHO IS THE COURSE FOR?

This level will suit you if you have little or no IT experience and would like to gain confidence in using computers and the latest technology. You might also be looking to gain the background knowledge you need to progress onto and complete a Level 1 qualification for IT users.



ENTRY LEVEL 3: AWARDS, CERTIFICATES AND DIPLOMAS IN EMPLOYABILITY SKILLS (5546)

POPULAR UNITS

- Effective communication
- Introduction to ICT
- Applying for a job
- Interview skills
- Searching for a job
- Prepare for and attend an interview
- Working as part of a team
- Effective written communication for the workplace

Have a look on our [website](#) to see all of our employability units.

ASSESSMENTS

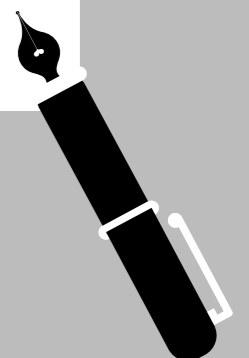
Learners are required to successfully complete a portfolio of evidence.

WHO IS THE COURSE FOR?

You have some experience working and want to gain further skills and confidence to become more employable or continue in education.

SUPPORT MATERIALS

- Qualification handbook
- Unit handbooks
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended websites
- Worksheets
- Handouts
- Sample scheme of work
- Activity
- Sample session plans
- Presentations
- Evidence record sheet
- PowerPoint presentations
- Delivery grid
- Logbook
- Glossary
- Crossword
- Mapping curriculum
- E-learning package (additional costs)



LEVEL 1: ITQ CERTIFICATE FOR IT USERS (7574-90)

POPULAR UNITS

- Level 1 Improving productivity using IT 1 (3 credits)
- Level 1 IT user fundamentals 1 (3 credits)
- Level 1 IT security for users 1 (1 credit)
- Level 1 Using the internet 1 (3 credits)
- Level 1 Using email 1 (2 credits)
- Level 1 IT software fundamentals 1 (3 credits)
- Level 1 Database software 1 (3 credits)
- Level 1 Presentation software 1 (3 credits)
- Level 1 Spreadsheet software 1 (3 credits)
- Level 1 Word processing software 1 (3 credits)

Have a look on our [website](#) to see all of our IT units.

ASSESSMENTS

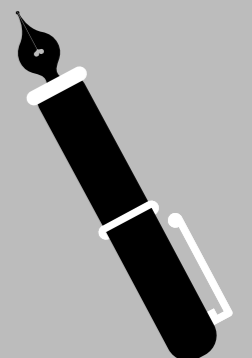
Learners are required to successfully complete assignments and a portfolio.

WHO IS THE COURSE FOR?

Designed for those with little or no experience in computing for the underpinning knowledge that could aid progress to further education or employment.

SUPPORT MATERIALS

- Qualification handbook
- Assessment pack
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended book list
- Mock assignment
- Answer sheet
- Mock assignment marking criteria
- Mock assignment worked example
- Mock assignment assessor's guide
- Assessor mock assignment



LEVEL 1: AWARDS, CERTIFICATES AND DIPLOMAS IN EMPLOYABILITY SKILLS (5546)

POPULAR UNITS

- Work-based experience
- Effective communication
- Career planning and making applications
- Applying for a job
- Interview skills
- Searching for a job
- Career progression
- Working as part of a team
- Preparing for work
- Building working relationships in the workplace

Have a look on our [website](#) to see all of our employability units.

ASSESSMENTS

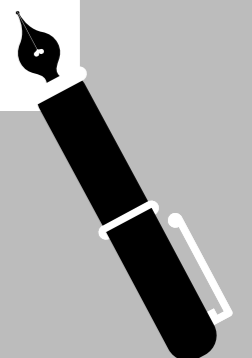
Learners are required to successfully complete a portfolio of evidence.

WHO IS THE COURSE FOR?

You have some experience working and want to gain further skills and confidence to become more employable or continue in education.

SUPPORT MATERIALS

- Qualification handbook
- Unit handbooks
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended websites
- Worksheets
- Handouts
- Sample scheme of work
- Activity
- Sample session plans
- Presentations
- Evidence record sheet
- PowerPoint presentations
- Delivery grid
- Logbook
- Glossary
- Crossword
- Mapping curriculum
- E-learning package (additional costs)



LEVEL 2: AWARDS IN BUSINESS ADMINISTRATION (4475-92)

POPULAR UNITS

- Level 2 Principles of personal responsibilities and working in business environment (4 credits)
- Level 2 Principles of providing administrative services (4 credits)
- Level 2 Principles of managing information and producing documents (3 credits)
- Level 2 Principles of supporting change in a business environment (1 credit)
- Level 2 Principles of supporting business events (1 credit)
- Level 2 Principles of maintaining stationery stock (1 credit)

Have a look on our [website](#) to see all of our business administration units.

ASSESSMENTS

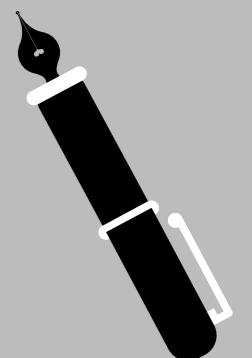
Learners are required to successfully complete assignments and a multiple-choice online test.

WHO IS THE COURSE FOR?

You work or want to work in a business support role. You are interested in learning how to carry out everyday administrative tasks.

SUPPORT MATERIALS

- Qualification handbook
- Glossary
- Qualification support
- Recommended book list
- Candidate guidance
- Handouts
- PowerPoint presentations
- Sample session plans
- Sample scheme of work
- Practice assignment assessor
- Practice assignment candidate
- Worksheet
- Activity
- Project
- Revision cards
- Scenario assessment



LEVEL 2: ITQ CERTIFICATE FOR IT USERS (7574-91)

POPULAR UNITS

- Level 2 Improving productivity using IT 2 (4 credits)
- Level 2 IT user fundamentals 2 (3 credits)
- Level 2 Using email 2 (3 credits)
- Level 2 IT software fundamentals 2 (3 credits)
- Level 2 Data management software 2 (3 credits)
- Level 2 Database software 2 (4 credits)
- Level 2 Design software 2 (4 credits)
- Level 2 Desktop publishing software 2 (4 credits)
- Level 2 Presentation software 2 (4 credits)
- Level 2 Spreadsheet software 2 (4 credits)

Have a look on our [website](#) to see all of our IT units.

ASSESSMENTS

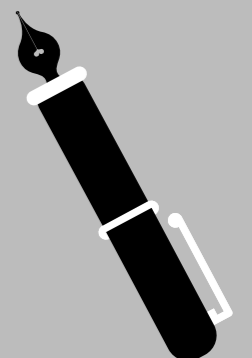
Learners are required to successfully complete assignment and a portfolio.

WHO IS THE COURSE FOR?

Designed for those with little or no experience in computing for the underpinning knowledge that could aid progress to further education or employment.

SUPPORT MATERIALS

- Qualification handbook
- Assessment pack
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended book list
- FAQs
- Mock assignment
- Answer sheet
- Mock assignment marking criteria
- Mock assignment worked example
- Mock assignment assessor's guide
- Mock assignment strategy
- Mock assignment diagram



LEVEL 2: AWARDS, CERTIFICATES AND DIPLOMAS IN EMPLOYABILITY SKILLS (5546)

POPULAR UNITS

- Career planning and making applications
- Effective skills, qualities and attitudes for learning and work
- Preparing for an interview
- Communicating with others in the workplace
- Candidate project for learning and work
- Applying for a job
- Improving practical skills and techniques
- Introduction to career progression
- Using tools and equipment
- Managing time in the workplace

Have a look on our [website](#) to see all of our employability units.

ASSESSMENTS

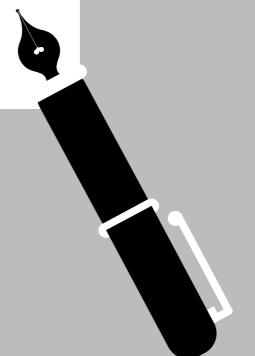
Learners are required to successfully complete a portfolio of evidence.

WHO IS THE COURSE FOR?

You are an experienced worker and are looking to build on your skills and experience to further yourself in work or education.

SUPPORT MATERIALS

- Qualification handbook
- Unit handbooks
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended websites
- Worksheets
- Handouts
- Sample scheme of work
- Activity
- Sample session plans
- Presentations
- Evidence record sheet
- PowerPoint presentations
- Delivery grid
- Logbook
- Glossary
- Crossword
- Mapping curriculum
- E-learning package (additional costs)



LEVEL 3: SOCIAL MEDIA FOR BUSINESS (7513-93)

POPULAR UNITS

- Level 2 Use digital and social media in marketing campaigns (2 credits)
- Level 2 Imaging software (4 credits)
- Level 3 Principles of social media within a business (6 credits)
- Level 3 Principles of keywords and optimisation (5 credits)
- Level 3 social networking management for a business (7 credits)
- Level 3 Using collaborative technologies (6 credits)
- Level 3 Content management system website creation (7 credits)
- Level 3 Creating and optimising content for the web (7 credits)
- Level 3 Principles of social media, advertising and promotion (6 credits)
- Level 3 Understanding customer relationship management for creative business (3 credits)

Have a look on our [website](#) to see all of our business administration units.

ASSESSMENTS

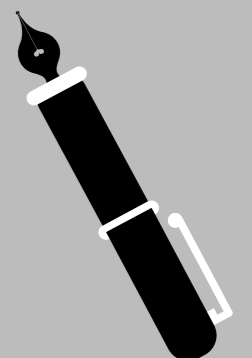
Learners are required to successfully complete assignments and a portfolio.

WHO IS THE COURSE FOR?

Ideal for those working in ICT or marketing, and those completing a Social Media qualification.

SUPPORT MATERIALS

- Qualification handbook
- Handouts
- Sample session plans
- Sample scheme of work
- Worksheet



LEVEL 3: AWARDS IN BUSINESS ADMINISTRATION (4475-93)

POPULAR UNITS

- Level 2 Principles of supporting change in a business environment (1 credit)
- Level 3 Principles of personal responsibilities and how to develop and evaluate own performance at work (4 credits)
- Level 3 Principles of working with and supervising others in a business environment (3 credits)
- Level 3 Principles of managing information and producing documents in a business environment (4 credits)
- Level 3 Principles of providing and maintaining administrative services (4 credits)
- Level 3 Principles of project management (2 credits)
- Level 3 Principles of contributing to innovation and change (2 credits)

Have a look on our [website](#) to see all of our business administration units.

ASSESSMENTS

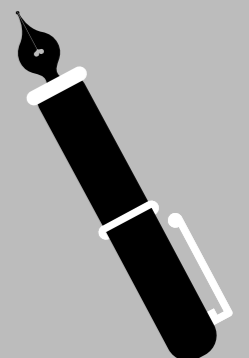
Learners are required to successfully complete assignments and a multiple-choice online test.

WHO IS THE COURSE FOR?

You work or want to work in a business support role. You are interested in learning how to carry out everyday administrative tasks.

SUPPORT MATERIALS

- Qualification handbook
- Glossary
- Qualification support
- Recommended book list
- Candidate guidance
- Handouts
- PowerPoint presentations
- Sample session plans
- Sample scheme of work
- Practice assignment assessor
- Practice assignment candidate



LEVEL 3: ITQ CERTIFICATE FOR IT USERS (7574-92)

POPULAR UNITS

- Level 2 IT software fundamentals 2 (3 credits)
- Level 3 Improving productivity using IT 3 (5 credits)
- Level 3 Using email 3 (3 Credits)
- Level 3 Database software 3 (6 credits)
- Level 3 Desktop publishing software 3 (5 credits)
- Level 3 Presentation software 3 (6 credits)
- Level 3 Spreadsheet software 3 (6 credits)
- Level 3 Website software 3 (5 credits)
- Level 3 Word processing software 3 (6 credits)
- Level 3 Understanding the potential of IT (8 credits)
- Level 3 Developing personal and team effectiveness using IT (4 credits)

Have a look on our [website](#) to see all of our IT units.

ASSESSMENTS

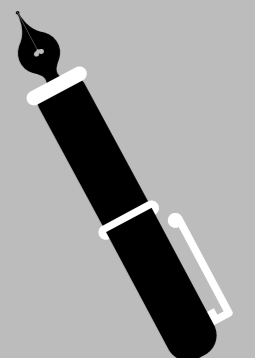
Learners are required to successfully complete assignment and a portfolio.

WHO IS THE COURSE FOR?

This qualification is ideal for those working, or interested in working, in ICT in a wide range of roles.

SUPPORT MATERIALS

- Qualification handbook
- Assessment pack
- Continuing Professional Development sheet
- Qualification information sheet
- Recommended book list
- Mock assignment
- Answer sheet
- Mock assignment marking criteria
- Mock assignment assessor's guide
- Mock assignment worked example



LEVEL 4: DIPLOMA IN BUSINESS AND PROFESSIONAL ADMINISTRATION (4710-94)

POPULAR UNITS

- Level 4 Effective communication in business (15 credits)
- Level 4 Personal and professional development (10 credits)
- Level 4 Resource management (15 credits)
- Level 4 Planning and managing customer service (10 credits)
- Level 4 Administrative systems (10 credits)

Have a look on our [website](#) to see all of our business administration units.

ASSESSMENTS

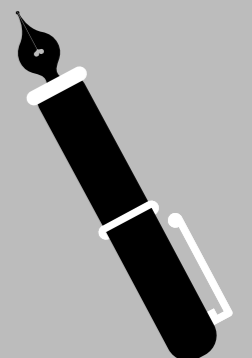
Learners are required to successfully complete centre-devised assignments.

WHO IS THE COURSE FOR?

This qualification is designed to provide learners with the knowledge and understanding relevant to their chosen career paths and aspirations within a business and professional administration context.

SUPPORT MATERIALS

- Qualification handbook
- Qualification information sheet
- Glossary
- Sample scheme of work
- Sample session plans
- Activities
- Handouts
- Worksheets
- Learner information
- PowerPoint presentations



LEVEL 4: DIPLOMA IN DIGITAL MARKETING (7513-94)

POPULAR UNITS

- Level 3 Principles of social media within a Business (6 credits)
- Level 3 Content management system website creation (7 credits)
- Level 3 Principles of social media, advertising and promotion (6 credits)
- Level 3 Website software (5 credits)
- Level 3 Delivering e-commerce solutions (9 credits)
- Level 3 Gamification (5 credits)
- Level 3 Spreadsheet software (6 credits)
- Level 4 Marketing planning (12 credits)
- Level 4 Ethics and legalities of digital marketing (6 credits)
- Level 4 Business concepts (11 credits)
- Level 4 Project management (15 credits)

POPULAR UNITS (CONT'D)

- Level 4 Digital marketing metrics and analytics (6 credits)
- Level 4 Personal and professional development (10 credits)
- Level 4 Content marketing (7 credits)
- Level 4 Online display advertising (5 credits)
- Level 4 Marketing on mobile (5 credits)

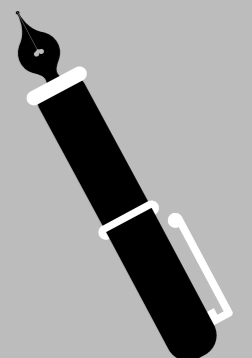
Have a look on our [website](#) to see all of our business administration units.

ASSESSMENTS

Learners are required to successfully complete assignment and a portfolio.

WHO IS THE COURSE FOR?

Aimed at learners with experience of the Digital Marketing sector and who may have completed the Level 3 Diploma in Social Media for Business or Level 3 Diploma in Digital Marketing.





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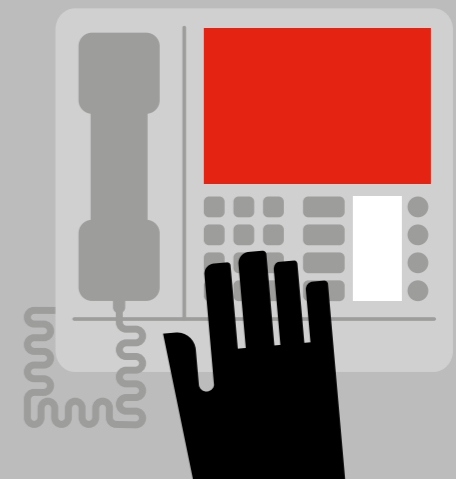
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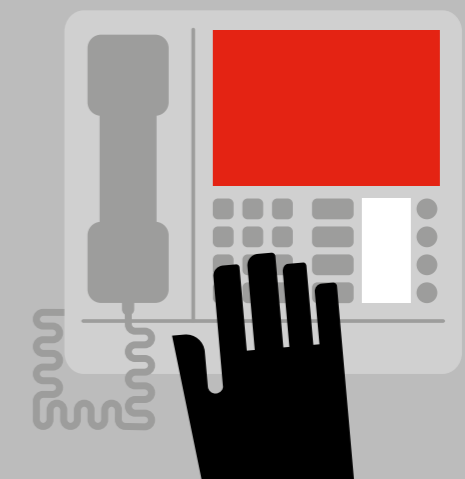
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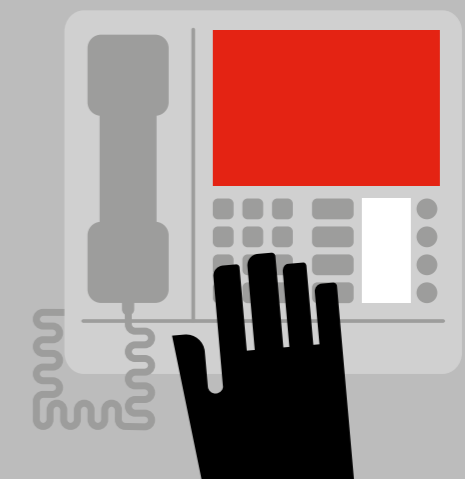
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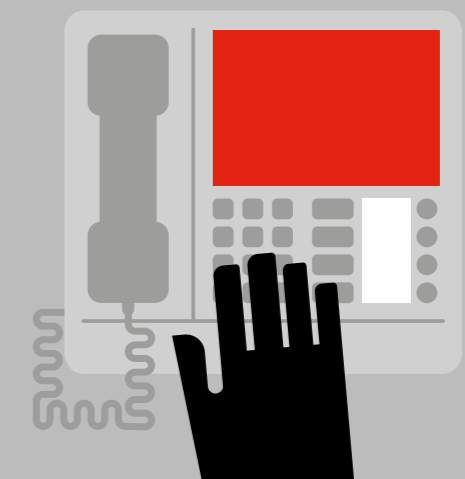
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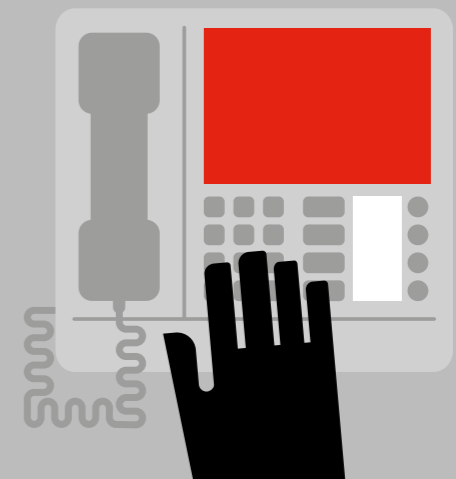
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CUSTOMER SUPPORT INDIA

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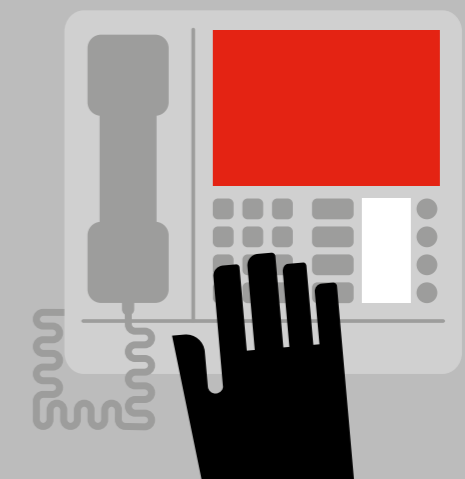
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