

# **Level 1 Diplomas in Hair & Beauty (3001) (International)**

# **Level 2/3 Diplomas in Women's Hairdressing & Barbering (3002) (International)**

# **Level 2/3 Diplomas in Beauty Therapy & Nail Technology (3003) (International)**

Synoptic test versions

Qualification handbook for international centres

## **About City & Guilds**

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 80 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

## **Equal opportunities**

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

## **Copyright**

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (which can be found on the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

## **Publications**

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)844 543 0000 or faxing +44 (0)20 7294 2413.

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

City & Guilds  
1 Giltspur Street  
London EC1A 9DD  
T +44 (0)844 543 0033  
F +44 (0)20 7294 2413

**[www.cityandguilds.com](http://www.cityandguilds.com)**  
**[intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)**

# Level 1 Diplomas in Hair & Beauty (3001) (International)

# Level 2/3 Diplomas in Women's Hairdressing & Barbering (3002) (International)

# Level 2/3 Diplomas in Beauty Therapy & Nail Technology (3003) (International)

Qualification title	Number	Ofqual ref.*
Level 1 Diploma in Hair & Beauty (Hairdressing & Beauty Therapy) (International)	3001-77	600/2753/8
Level 1 Diploma in Hair & Beauty (Hairdressing) (International)	3001-78	600/2753/8
Level 1 Diploma in Hair & Beauty (Beauty Therapy) (International)	3001-79	600/2753/8
Level 2 Diploma in Women's Hairdressing (International)	3002-76	500/9051/3
Level 2 Diploma in Barbering (International)	3002-77	500/8808/7
Level 3 Diploma in Women's Hairdressing (International)	3002-78	500/9099/9
Level 3 Diploma in Barbering (International)	3002-79	500/9100/1
Level 2 Diploma in Beauty Therapy (International)	3003-76	500/9076/8
Level 2 Diploma in Nail Technology Enhancement (International)	3003-77	500/8775/7
Level 3 Diploma in Beauty Therapy Techniques (International)	3003-78	500/8957/2
Level 3 Diploma in Nail Technology (International)	3003-79	500/8941/9

\* City & Guilds is regulated by the Office of Qualifications and Examinations Regulation (Ofqual). The reference provided here is the reference the qualification has been given on Ofqual's qualification register.

Version and date	Change detail	Section
2.01 September 2015	Removed reference to the development of example unit resource list	Resource requirement
2.0 July 2015	Added elective units to all pathways. Added synoptic assessment guidance.	Qualification Structure Assessment
1.1 April 2013	Unit number in 3002-76 amended from 701 to 702	Qualification structures

City & Guilds  
**Believe you can**



[www.cityandguilds.com](http://www.cityandguilds.com)

# Contents

<b>1</b>	<b>Introduction to the qualifications</b>	<b>7</b>
	Age restrictions	8
<b>2</b>	<b>Qualification structures</b>	<b>9</b>
	Qualification support materials	22
<b>3</b>	<b>Centre requirements</b>	<b>23</b>
	3.1 New centres to City & Guilds qualifications in this subject area	23
	3.2 Centres already offering City & Guilds qualification in this subject area	24
	3.3 Resource requirements	24
	3.4 Candidate entry requirements	26
	3.5 Quality Assurance	26
	3.6 Registration and certification	27
<b>4</b>	<b>Assessment</b>	<b>28</b>
<b>5</b>	<b>Course design and delivery</b>	<b>30</b>
	Recommended delivery strategies	30
	Relationship to other qualifications and wider curriculum	30
	Health and safety	30
	Data protection and confidentiality	30
	Initial assessment and induction	31
	Equal opportunities	31
	Access to assessment	31
	Appeals	31
<b>6</b>	<b>Unit specifications</b>	<b>32</b>
	Structure of units	32

City & Guilds  
**Believe you can**



[www.cityandguilds.com](http://www.cityandguilds.com)

# 1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

<b>Qualification titles and level</b>	<b>City &amp; Guilds qualification numbers</b>	<b>Ofqual accreditation numbers</b>
Level 1 Diploma in Hair & Beauty (Hairdressing & Beauty Therapy) (International)	3001-77	600/2753/8
Level 1 Diploma in Hair & Beauty (Hairdressing) (International)	3001-78	600/2753/8
Level 1 Diploma in Hair & Beauty (Beauty Therapy) (International)	3001-79	600/2753/8
Level 2 Diploma in Women's Hairdressing (International)	3002-76	500/9051/3
Level 2 Diploma in Barbering (International)	3002-77	500/8808/7
Level 3 Diploma in Women's Hairdressing (International)	3002-78	500/9099/9
Level 3 Diploma in Barbering (International)	3002-79	500/9100/1
Level 2 Diploma in Beauty Therapy (International)	3003-76	500/9076/8
Level 2 Diploma in Nail Technology Enhancement (International)	3003-77	500/8775/7
Level 3 Diploma in Beauty Therapy Techniques (International)	3003-78	500/8957/2
Level 3 Diploma in Nail Technology (International)	3003-79	500/8941/9

**Please see the City & Guilds website for last registration and certification dates.**

Other qualifications are offered in these suites of qualifications but are not supported by a synoptic test. They are available with a flexible assessment method and details can be found on [www.cityandguilds.com/hair](http://www.cityandguilds.com/hair)

The following documents contain essential information on City & Guilds qualifications and should be referred to in conjunction with this handbook. These documents are available on line from [www.cityandguilds.com](http://www.cityandguilds.com).

<b>Publications</b>	<b>Content</b>
<i>Walled Garden</i>	Walled Garden is a free online administration service enabling City & Guilds approved centres to register candidates as well as other day-to-day functions quickly and efficiently via the internet. It is the quickest method of only requires authorisation from your Head of Centre to set up a user account. It also contains details of the qualification structure, registration and certification procedures and fees.
<i>Centre Guide/Manual – Delivering International Qualifications</i>	This provides 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

### **Age restrictions**

Within the suite of qualifications at Level 2, there are some qualifications that have been identified as **not** suitable for candidates under the age of 16.

Centres and candidates should be fully aware of minimum age requirements and any implications on completing assessments.

### **All qualifications are suitable for 16+ candidates**



## 2 Qualification structures

### 3001-77 Level 1 Diploma in Hair & Beauty (Hairdressing & Beauty Therapy) (International) 600/2753/8

Learners must achieve **42** credits overall - **11** credits from the four mandatory units and a minimum of **31** credits from the optional units available.

City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Mandatory</b>				
Unit 101	Introduction to the Hair and Beauty Sector	1	3	30
Unit 102	Presenting a Professional Image in a Salon	1	3	30
Unit 113	Follow health and safety in the salon	1	3	30
Unit 115	Working with others	1	2	19
City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Optional</b>				
Unit 003	Shampoo and Conditioning	Entry 3	3	30
Unit 004	Hair Plaiting*	Entry 3	3	30
Unit 005	Create an Image using Colour in the Hair and Beauty Sector	Entry 3	3	30
Unit 006	Skin Care	Entry 3	3	30
Unit 007	Hand Care****	Entry 3	3	30
Unit 103	Styling Women's Hair	1	3	30
Unit 104	Styling Men's Hair	1	3	30
Unit 105	Plaiting and Twisting hair*	1	3	30
Unit 106	Applying Basic Make-up	1	3	30
Unit 107	Themed Face Painting	1	3	30
Unit 108	Nail Art***	1	3	30
Unit 109	Providing Basic Manicure Treatments****	1	3	30
Unit 110	Providing Basic Pedicure Treatments	1	3	30
Unit 111	Colour hair using temporary colour**	1	3	30
Unit 112	Create a hair and beauty image	1	3	30
Unit 114	Salon reception duties	1	3	30

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
Unit 215	The Art of Dressing Hair	2	5	30
Unit 216	The Art of Photographic Make-up	2	5	30
Unit 217	The Art of Colouring hair**	2	7	60
Unit 218	Provide Nail Art services ***	2	3	24

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Elective</b>				
Unit 601	Level 1 Hairdressing and Beauty Therapy Knowledge Test	N/A	N/A	N/A

**\*Only one of these units can be selected as part of the same qualification**

**\*\*Only one of these units can be selected as part of the same qualification**

**\*\*\*Only one of these units can be selected as part of the same qualification**

**\*\*\*\*Only one of these units can be selected as part of the same qualification**

### 3001-78 Level 1 Diploma in Hair & Beauty (Hairdressing) (International) 600/2753/8

Learners must achieve **42** credits overall - **11** credits from the four mandatory units and a minimum of **31** credits from the optional units available.

City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Mandatory</b>				
Unit 101	Introduction to the Hair and Beauty Sector	1	3	30
Unit 102	Presenting a Professional Image in a Salon	1	3	30
Unit 113	Follow health and safety in the salon	1	3	30
Unit 115	Working with others	1	2	19
City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Optional</b>				
Unit 003	Shampoo and Conditioning	Entry 3	3	30
Unit 004	Hair Plaiting*	Entry 3	3	30
Unit 005	Create an Image using Colour in the Hair and Beauty Sector	Entry 3	3	30
Unit 007	Hand Care	Entry 3	3	30
Unit 103	Styling Women's Hair	1	3	30
Unit 104	Styling Men's Hair	1	3	30
Unit 105	Plaiting and Twisting hair*	1	3	30
Unit 111	Colour hair using temporary colour **	1	3	30
Unit 112	Create a hair and beauty image	1	3	30
Unit 114	Salon reception duties	1	3	30
Unit 215	The Art of Dressing Hair	2	5	30
Unit 217	The Art of Colouring hair**	2	7	60
City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Elective</b>				
Unit 601	Level 1 Hairdressing and Beauty Therapy Knowledge Test	N/A	N/A	N/A

**\*Only one of these units can be selected as part of the same qualification**

**\*\*Only one of these units can be selected as part of the same qualification**

### 3001-79 Level 1 Diploma in Hair & Beauty (Beauty Therapy) (International) 600/2753/8

Learners must achieve **43** credits overall - **11** credits from the four mandatory units and a minimum of **32** credits from the optional units available for each pathway as shown below.

City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Mandatory</b>				
Unit 101	Introduction to the Hair and Beauty Sector	1	3	30
Unit 102	Presenting a Professional Image in a Salon	1	3	30
Unit 113	Follow health and safety in the salon	1	3	30
Unit 115	Working with others	1	2	19

City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Optional</b>				
Unit 005	Create an Image using Colour in the Hair and Beauty Sector	Entry 3	3	30
Unit 006	Skin Care	Entry 3	3	30
Unit 007	Hand Care**	Entry 3	3	30
Unit 106	Applying Basic Make-up	1	3	30
Unit 107	Themed Face Painting	1	3	30
Unit 108	Nail Art*	1	3	30
Unit 109	Providing Basic Manicure Treatments**	1	3	30
Unit 110	Providing Basic Pedicure Treatments	1	3	30
Unit 112	Create a hair and beauty image	1	3	30
Unit 114	Salon reception duties	1	3	30
Unit 216	The Art of Photographic Make-up	2	5	30
Unit 218	Provide Nail Art services *	2	3	24

City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours
<b>Elective</b>				
Unit 601	Level 1 Hairdressing and Beauty Therapy Knowledge Test	N/A	N/A	N/A

**\*Only one of these units can be selected as part of the same qualification**

**\*\*Only one of these units can be selected as part of the same qualification**

### 3002-76 Level 2 Diploma in Women's Hairdressing (International) 500/9051/3

Learners must achieve **54** credits overall – **46** credits from the mandatory units, and a minimum of **8** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 201	Working in the hair industry	2	4	35
Unit 202	Follow health and safety in the salon	2	3	24
Unit 203	Client consultation for hair services	2	3	30
Unit 204	Shampoo and condition the hair and scalp	2	3	29
Unit 205	Promote products and services to clients in a salon	2	3	28
Unit 206	Cut women's hair	2	8	75
Unit 207	Colour and lighten hair	2	10	91
Unit 208	Perm and neutralise hair	2	7	60
Unit 209	The art of dressing hair	2	5	30
<b>Optional</b>				
Unit 212	Create an image based on a theme within the hair and beauty sector	2	7	60
Unit 213	Display stock to promote sales in salon	2	3	24
Unit 215	Scalp massage	2	4	33
Unit 216	Salon reception duties	2	3	24
Unit 217	Style and finish African type hair	2	5	45
Unit 218	Relax African type hair	2	5	44
Unit 105	Plaiting and twisting hair	1	3	30
<b>Elective</b>				
Unit 702	Level 2 Women's Hairdressing and Barbering Knowledge Test	N/A	N/A	N/A

### 3002-77 Level 2 Diploma in Barbering (International) 500/8808/7

Learners must achieve **52** credits overall – **39** credits from the mandatory units, and a minimum of **13** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 201	Working in the hair industry	2	4	35
Unit 202	Follow health and safety in the salon	2	3	24
Unit 203	Client consultation for hair services	2	3	30
Unit 204	Shampoo and condition the hair and scalp	2	3	29
Unit 205	Promote products and services to clients in a salon	2	3	28
Unit 207	Colour and lighten hair	2	10	91
Unit 210	Cut men's hair	2	6	53
Unit 211	Cut facial hair	2	4	32
Unit 104	Styling men's hair	1	3	30
<b>Optional</b>				
Unit 208	Perm and neutralise hair	2	7	60
Unit 212	Create an image based on a theme within the hair and beauty sector	2	7	60
Unit 213	Display stock to promote sales in a salon	2	3	24
Unit 215	Scalp massage	2	4	33
Unit 216	Salon reception duties	2	3	24
Unit 218	Relax African type hair	2	5	44
Unit 219	Provide threading services for hair removal	2	4	29
<b>Elective</b>				
Unit 702	Level 2 Women's Hairdressing and Barbering Knowledge Test	N/A	N/A	N/A

### 3002-79 Level 3 Diploma in Barbering (International) 500/9100/1

Learners must achieve **54** credits overall – **35** credits from the mandatory units, and a minimum of **19** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 302	Monitor and maintain health and safety practice in the salon	3	4	24
Unit 303	Consultation support for colleagues on hair services	3	3	30
Unit 306	Colour hair to create a variety of looks	3	11	90
Unit 312	Cut men's hair to create a variety of looks	3	5	44
Unit 313	Cut facial hair to create a variety of looks	3	4	32
Unit 316	Creative hairdressing design skills	3	8	60
<b>Optional</b>				
Unit 205	Promote products and services to clients in a salon	2	3	28
Unit 213	Display stock to promote sales in a salon	2	3	24
Unit 215	Scalp massage services	2	4	33
Unit 216	Salon reception duties	2	3	24
Unit 307	Human resource management	3	7	60
Unit 308	Perm hair to create a variety of looks	3	7	60
Unit 309	Hair extension services	3	5	45
Unit 310	Make and style a hair addition	3	7	60
Unit 315	Relaxing services for African type hair	3	5	44
Unit 317	Promote and sell products and services to clients	3	4	34
Unit 410	Hair colour correction	4	12	112
<b>Elective</b>				
Unit 703	Level 3 Women's Hairdressing and Barbering Knowledge Test	N/A	N/A	N/A

### 3003-76 Level 2 Diploma in Beauty Therapy (International) 500/9076/8

Learners must achieve **54** credits overall – **42** credits from the mandatory units, and a minimum of **12** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 201	Working in beauty related industries	2	4	31
Unit 202	Follow health and safety in the salon	2	3	24
Unit 203	Client care and communication in beauty related industries	2	2	20
Unit 204	Provide facial skincare	2	7	56
Unit 205	Promote products and service to clients in a salon	2	3	28
Unit 206	Remove hair using waxing techniques	2	6	57
Unit 207	Provide manicure treatments	2	5	48
Unit 208	Provide pedicure treatments	2	5	48
Unit 210	Provide eyelash and brow treatments	2	4	36
Unit 216	Salon reception duties	2	3	24
<b>Optional</b>				
Unit 209	Apply make-up	2	5	41
Unit 212	Create an image based on a theme within the hair and beauty sector	2	7	60
Unit 214	Provide and maintain nail enhancement	2	7	46
Unit 215	Provide nail art	2	3	24
Unit 217	Provide ear piercing	2	2	17
Unit 218	Eyelash perming	2	2	20
Unit 219	Provide threading services for hair removal	2	4	29
Unit 222	Head massage	2	4	30
Unit 223	Apply skin tanning techniques	2	4	30
Unit 224	Facial care for men	2	4	30



<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Elective</b>				
Unit 802	Level 2 Beauty Therapy and Nail Technology Knowledge test	N/A	N/A	N/A

### 3003-77 Level 2 Diploma in Nail Technology Enhancement (International) 500/8775/7

Learners must achieve **55** credits overall – **42** credits from the mandatory units, and a minimum of **13** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 201	Working in beauty related industries	2	4	31
Unit 202	Follow health and safety in the salon	2	3	24
Unit 203	Client care and communication in beauty related industries	2	2	20
Unit 205	Promote products and service to clients in a salon	2	3	28
Unit 207	Provide manicure treatments	2	5	48
Unit 208	Provide pedicure treatments	2	5	48
Unit 214	Provide and maintain nail enhancement	2	7	46
Unit 215	Provide nail art	2	3	24
<b>Optional</b>				
Unit 204	Provide facial skincare	2	7	56
Unit 209	Apply make-up	2	5	41
Unit 210	Provide eyelash and brow treatments	2	4	36
Unit 213	Display stock to promote sales in salon	2	4	24
Unit 220	The art of photographic make-up	2	3	30
Unit 221	Body art design	2	5	30
Unit 223	Apply skin tanning techniques	2	4	30
<b>Elective</b>				
Unit 802	Level 2 Beauty Therapy and Nail Technology Knowledge test	N/A	N/A	N/A

### 3003-78 Level 3 Diploma in Beauty Therapy Techniques (International) 500/8957/2

Learners must achieve **58** credits overall – **44** credits from the mandatory units, and a minimum of **14** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 301	Working with colleagues within the beauty related industries	3	2	14
Unit 302	Monitor and maintain health and safety practice in the salon	3	4	29
Unit 303	Client care and communication in beauty related industries	3	3	28
Unit 304	Promote and sell products and services to clients	3	4	34
Unit 305	Provide body massage	3	9	84
Unit 306	Provide facial electrotherapy treatments	3	11	104
Unit 307	Provide body electrotherapy treatments	3	11	104
<b>Optional</b>				
Unit 308	Provide electrical epilation	3	11	88
Unit 309	Provide massage using pre-blended aromatherapy oils	3	7	65
Unit 311	Provide Indian head massage	3	6	49
Unit 312	Provide UV tanning	3	2	20
Unit 313	Provide self tanning	3	3	25
Unit 317	Apply Individual permanent lashes	3	4	38
Unit 318	Intimate waxing for male clients	3	4	37
Unit 319	Intimate waxing for female clients	3	4	37
Unit 321	Apply micro-dermabrasion	3	4	39
Unit 322	Apply stone therapy massage	3	9	75
Unit 330	Media Make-up	3	7	60
Unit 331	Maintain personal health and wellbeing	3	7	60
Unit 332	Explore technological developments within hair, beauty and associate areas	3	7	60
Unit 333	Camouflage make up	3	7	60
Unit 335	Style and fit postiche	3	7	60

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Elective</b>				
Unit 803	Level 3 Beauty Therapy and Nail Technology Knowledge test	N/A	N/A	N/A

### 3003-79 Level 3 Diploma in Nail Technology (International) 500/8941/9

Learners must achieve **57** credits overall – **44** credits from the mandatory units, and a minimum of **13** credits from the optional units.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Level</b>	<b>Credit value</b>	<b>Guided learning hours</b>
<b>Mandatory</b>				
Unit 301	Working with colleagues within the beauty related industries	3	2	14
Unit 302	Monitor and maintain health and safety practice in the salon	3	4	29
Unit 303	Client care and communication in beauty related industries	3	3	28
Unit 304	Promote and sell products and services to clients	3	4	34
Unit 314	Apply and maintain nail enhancements	3	15	111
Unit 328	Airbrush design for nails	3	4	22
Unit 329	Design and apply nail art	3	5	39
Unit 334	Nail enhancements and advanced hand and nail art techniques	3	7	60
<b>Optional</b>				
Unit 212	Create an image based on a theme within the hair and beauty sector	2	7	60
Unit 213	Display stock to promote sales in salon	2	3	24
Unit 216	Salon reception duties	2	3	24
Unit 320	Enhance nails using electrical files	3	3	29
Unit 332	Explore technological developments within hair, beauty and associated areas	3	7	60
<b>Elective</b>				
Unit 803	Level 3 Beauty Therapy and Nail Technology Knowledge test	N/A	N/A	N/A

## Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

<b>Description</b>	<b>How to access</b>
Assessment Packs	Downloadable from our website
Qualification Handbooks	Downloadable from our website
Fast track approval forms	Please contact your local City & Guilds international office direct. Downloadable from our website
Candidate logbook	<b>learningmaterials@cityandguilds.com</b> to place an order or order via the walled garden
SmartScreen	<b>www.smartscreen.co.uk</b>

The Assessment packs are password protected; the password is available on Walled Garden

## 3 Centre requirements

This section outlines the approval processes for centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for centre staff.

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as centres.

Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

### 3.1 New centres to City & Guilds qualifications in this subject area

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the centre approval process (CAP). Centres also need approval to offer a specific qualification. This is known as the qualification approval process (QAP), (previously known as scheme or programme approval). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Centre Guide/Manual – Delivering International Qualifications* - a guide to centre and qualification approval which is downloadable from the City & Guilds website.

Local City & Guilds International offices will support new centres and guide them through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Further details of reasons for suspension and withdrawals, procedures and timescales, are contained in *Centre Guide/Manual – Delivering International Qualifications*.

## 3.2 Centres already offering City & Guilds qualification in this subject area

Centres approved to offer 6902 Qualifications in Hairdressing and Barbering or 6903 Qualifications in Beauty Therapy may apply for approval for the 3001 Diploma in Hair and Beauty, 3002 Level 2/3 Diplomas in Women's Hairdressing and Barbering and 3003 Level 2/3 Diplomas in Beauty Therapy and Nail Technology using the fast track approval form, available from the City & Guilds website: [www.cityandguilds.com](http://www.cityandguilds.com)

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the standard qualification approval process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

## 3.3 Resource requirements

### Physical resources

Centres must have access to the range of services, professional products, tools, materials and equipment in the centre or workplace to ensure learners have the opportunity to cover all of the practical activities.

The equipment must meet industry standards and be capable of being used under normal working conditions.

### Use of simulation (head block and fake body parts)

The use of head blocks and fake body parts for summative assessment may **only** be used for the following units.

- Level 2 Unit – Perm and Neutralise Hair
- Level 2 Unit – The Art of Colouring Hair
- Level 2 Unit – Provide Nail Art
- Level 3 Unit – Design and apply Nail Art
- Level 3 Unit – Perm to create a variety of looks

Simulation for these units should only be used once the use of models, peers and clients has been exhausted (the best form of assessment would always be on a real person, as this is a preparation for employment qualification) **If a head block or fake body part has been used in a summative assessment then this needs to be recorded by the Assessor.**

### Realistic learning environment requirements (RLE)

All City & Guilds VRQs must be assessed in facilities that meet acceptable, current industry standards for the specific qualification area.

Centres must ensure that access to the range of services or treatments and required professional products, tools, materials and equipment is maintained in the centre and / or workplace to meet the qualification needs and enable candidates' to cover all of the required practical activities.

The learning and assessment setting should incorporate a real, or simulated but realistic learning environment. These facilities must provide candidates with experience of working in and under realistic commercial conditions during assessment.



The learning environment must meet any bye-laws, legislation or legal authority requirements that would affect a similar commercial establishment as well as meeting the requirements of a vocational education establishment.

For the purpose of City & Guilds VRQs **clients** are defined as people seeking the service or treatment being assessed, which can include friends, peers, models and family members. There is no requirement for these clients to pay.

A suitable, controlled area for testing must be provided and arrangements must be made for the secure storage of assessment materials and records

### **Centre staff**

Internal quality assurers (IQAs – previously called Internal Verifiers) and assessors must have verifiable and relevant **current** industry experience and competence of the occupational working area at or above the level being assessed, and evidence of the quality of **occupational experience** to ensure the credibility of the assessment judgements. Newly qualified hairdressers, barbers, therapists, make-up artists and nail technicians must have gained significant post qualification commercial experience before commencing these roles. For the avoidance of doubt, those who have no occupational experience cannot assess these VRQs. Appropriate evidence will include CVs, References, Qualification Certificates, CPD records, Product Evidence, Video Evidence. This list is not exhaustive and other relevant methods may be considered. Please contact your External Verifier for guidance.

- i. Staff must only assess or quality assure in their acknowledged area of occupational competence.
- ii. Staff must participate in relevant training activities for their continued professional development (see CPD requirements).

Assessors and quality assurers/internal verifiers of VRQs must be competent and experienced in making accurate assessment decisions; it is therefore highly recommended that the assessor and quality assurance qualification have been obtained or that they are being worked towards. It is highly recommended that new VRQ assessors work towards or hold either the Learning and Development unit A1 or the relevant TAQA unit.

### **Assessor and verifier requirements**

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualifications.

### **Continuous professional development (CPD) in VRQs**

For City & Guilds VRQs centre staff must continue to meet the requirements for occupational expertise for the specific qualification(s) they assess or quality assure.

Assessors and quality assurers/internal verifiers must be able to demonstrate how they keep their technical skills and knowledge up-to-date and to the occupational level in which they are assessing and/or quality assuring

Continuing Professional Development (CPD) must take place throughout the careers of assessors and quality assurers

This **must** include the completion of a minimum number of **30** hours CPD in each twelve month period using activities approved for CPD which do not have to be consecutive. (see below).

The CPD requirement must be carried out on **one or a combination of** the types of activities listed below. **No activity will carry a 'double hours' allowance.**

- 'hands on' delivery of relevant services/treatments to fee paying clients in a commercial salon that can be shown to develop individual skill and knowledge levels
- undertaking technical training that develops new and/or updates existing skills and/or knowledge levels
- further relevant qualifications.

The following activities **will not** count towards CPD:

- reading the trade press and books
- listening to tapes and watching DVDs.

Individuals must provide relevant and suitable evidence that CPD has taken place within each 12 month period to be measured from 1 September - 31 August.

### Calculating CPD hours

- CPD for existing assessors and quality assurers/internal verifiers is measured within each 12 month period, taken from 1 September – 31 August each year.
- CPD hours for new assessors and quality assurers/internal verifiers shall be measured from the date their duties commence.
- Assessors and quality assurers/internal verifiers who take leave from assessment or quality assurance duties during any twelve month period will be able to collect CPD pro rata.
- The CPD hours for part time assessors and quality assurers/internal verifiers will be calculated pro rata based on a nominal 37 hour week. **However, a minimum of 5 hours CPD in any twelve month period must be carried out by all part time assessors and quality assurers/internal verifiers.**  

**For example**, an assessor contracted for 7 hours/week:  $7 \div 37 \times 100 =$  approx. 20% of a full time assessor.  $20\% \times 30$  hours = 6 hours CPD in any 12 month period.
- A nominal time of 30 hours per technical unit achieved has been set, regardless of the unit.
- If you are an assessor **and** quality assurer/internal verifier, you only have to do the minimum of 30 hours CPD, **not** 60 hours.

## 3.4 Candidate entry requirements

There are no formal entry requirements for candidates undertaking these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully. Information on initial assessment and induction can be found in section 5 of this qualification handbook.

## 3.5 Quality Assurance

### Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures are provided in *Centre Guide/Manual – Delivering International Qualifications*. This document also explains the tasks, activities and responsibilities of quality assurance staff.

### External quality assurance

External verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that there is validity, reliability and good practice in centres.

To carry out their quality assurance role, external verifiers/moderators must have appropriate occupational and verifying knowledge and expertise. City & Guilds external verifiers attend training and development designed to keep them up-to-date, to facilitate standardisation between verifiers and to share good practice.

### **External verifiers:**

The role of the external verifier is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling of centre quality assurance records and candidate portfolios as well as observation of assessment
- visit centres regularly to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and City & Guilds

External quality assurance for the qualifications will be provided by the usual City & Guilds quality assurance process.

Further details of the role of external verifiers are given in *Centre Guide/Manual – Delivering International Qualifications*.

## **3.6 Registration and certification**

Full details of City & Guilds' administrative procedures for these qualifications are provided online to City & Guilds registered centres via the Walled Garden. This information includes details on:

- registration
- enrolment numbers
- fees
- entry for examinations
- certification.

Centres should follow all guidance carefully, particularly noting that fees, registration and certification end dates for the qualifications are subject to change.

Centres should be aware of time constraints regarding the registration and certification periods for the qualifications, which are specified on the walled garden.

Learners must be registered with City & Guilds at the earliest opportunity and within 12 weeks of commencing the programme.

### **Retention of evidence**

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification. Records must also be kept in accordance with local national Data Protection regulations.

## 4 Assessment

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

The summative assessments for the qualifications require the candidates to undertake:

- practical tasks, and
- knowledge and understanding task(s)

The synoptic test components for each City & Guilds qualification are listed below.

Synoptic Tests are also available for the qualifications. These tests are not mandatory. Centres and Regions can elect to offer these.

Qualification	City & Guilds qualification number	Synoptic test component
Level 1 Diploma in Hair & Beauty (Hairdressing & Beauty Therapy) (International)	3001-77	601
Level 1 Diploma in Hair & Beauty (Hairdressing) (International)	3001-78	601
Level 1 Diploma in Hair & Beauty (Beauty Therapy) (International)	3001-79	601
Level 2 Diploma in Women's Hairdressing (International)	3002-76	701
Level 2 Diploma in Barbering (International)	3002-77	702
Level 3 Diploma in Women's Hairdressing (International)	3002-78	703
Level 3 Diploma in Barbering (International)	3002-79	703
Level 2 Diploma in Beauty Therapy (International)	3003-76	802
Level 2 Diploma in Nail Technology Enhancement (International)	3003-77	802
Level 3 Diploma in Beauty Therapy Techniques (International)	3003-78	803
Level 3 Diploma in Nail Technology (International)	3003-79	803

### Service / Treatment times in VRQs

Service times in VRQs are not generally specified; however the overall 'preparation for work' objective of City & Guilds VRQs requires that all practical assessments, unless specifically stated should be completed within commercially acceptable times relevant to the level of qualification involved.

The relevant N/SVQ maximum service times may be used as a guide, although these should not be applied strictly. Assessors should use their professional discretion, particularly for situations where client factors would require additional time in normal commercial practice.

To ensure consistency across assessors centres should develop agreed maximum service times for use within their centre.

## **Glossary of terms & Guidance notes**

*Technical training* - external and internal workshops and training sessions can be used.

*Commercial salon* - this is defined as a salon where the majority of stylists/therapists are already qualified and the main function of the salon is **not** training and assessment. If a training salon in a centre is closed and reopened as a commercial salon e.g. during holiday periods, then this is an acceptable location for CPD to be undertaken

*Qualification work* - the aim of this option is to encourage assessors and quality assurers/internal verifiers to gain new knowledge and skills. Work undertaken for this option must lead to a formally assessed and accredited qualification

30 hours can be claimed on the achievement of any technical unit qualification in any one CPD year.

## 5 Course design and delivery

### Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme. More information on practical units and assessment requirements can be found in the Assessment Guide available from the Walled Garden.

In particular, staff should consider the skills and knowledge related to the UK National Occupational Standards.

Provided that the requirements for the qualification are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualifications.

### Relationship to other qualifications and wider curriculum

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the UK National Occupational Standards and other related qualifications.

### Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments and meet national requirements.

Should a candidate fail to follow health and safety practice and procedures during an assessment (for example, practical assessment, assignment) the assessment must be stopped and the candidate advised of the reasons why. The candidate should be informed that they have failed the assessment. Candidates may retake the assessment at a later date, at the discretion of the centre. In any cases of doubt, guidance should be sought from the external verifier.

### Data protection and confidentiality

Centres offering these qualifications may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in Centre Guide/Manual – Delivering International Qualifications.

### Assessment language

We realise that learners may ask to take assessment in their own language. Where assessments are carried out in a language other than English, City & Guilds approved centres must provide evidence that the learners is also competent in English to the required standard.

## Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualifications.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the Centre Guide/Manual – Delivering International Qualifications.

## Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see Centre Guide/Manual – Delivering International Qualifications).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in Centre Guide/Manual – Delivering International Qualifications and is also available from the your local City & Guilds International office which details can be found on <http://www.cityandguilds.com/About-Us/International>.

## Access to assessment

City & Guilds' guidance and regulations on access to assessment are designed to facilitate access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

## Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier or City & Guilds.

Further information on appeals is given in Centre Guide/Manual – Delivering International Qualifications. There is also appeals information for centres and learners on the City & Guilds website <http://www.cityandguilds.com/Career-Ideas/Help-for-Learners/Appeals-Process> or available from your local City & Guilds International office which details can be found on <http://www.cityandguilds.com/About-Us/International>.

## 6 Unit specifications

The qualifications comprise of a number of **units**. A **unit** describes what is expected of a candidate in particular aspects of his/her job.

Each unit is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance, and knowledge and understanding) which specify the desired criteria that have to be satisfied before an individual can be said to have performed to the agreed standard.

**Range** statements define the breadth or scope of a **learning outcome** and its **assessment criteria** by setting out the various circumstances in which they are to be applied.

### Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- title
- unit reference
- rationale, aim and any entry requirements (where specified)
- list of learning outcomes for the unit
- statement of guided learning hours
- connections with other qualifications, e.g. UK National Occupational Standards
- assessment details
- learning outcomes in detail expressed as practical skills and underpinning knowledge.



## Summary of units

Unit content can be found in the Qualification Handbooks which can be downloaded from [www.cityandguilds.com](http://www.cityandguilds.com)

Qualification	Unit number	Title
3001	003	Shampoo and Conditioning
3001	004	Hair Plaiting
3001	005	Create an Image using Colour in the Hair and Beauty Sector
3001	006	Skin Care
3001	007	Hand Care
3001	101	Introduction to the Hair and Beauty Sector
3001	102	Presenting a Professional Image in a Salon
3001	103	Styling Women's Hair
3001	104	Styling Men's Hair
3001	105	Plaiting and Twisting hair
3001	106	Applying Basic Make-up
3001	107	Themed Face Painting
3001	108	Nail Art
3001	109	Providing Basic Manicure Treatments
3001	110	Providing Basic Pedicure Treatments
3001	111	Colour hair using temporary colour
3001	112	Create a hair and beauty image
3001	113	Follow health and safety in the salon
3001	114	Salon reception duties
3001	115	Working with others
3001	215	The Art of Dressing Hair
3001	216	The Art of Photographic Make-up
3001	217	The Art of Colouring hair
3001	218	Provide Nail Art services
3002	104	Styling men's hair (Level 1 unit)
3002	105	Plaiting and Twisting hair (Level 1 unit)
3002	201	Working in the hair industry
3002	202	Follow health and safety in the salon
3002	203	Client consultation for hair services
3002	204	Shampoo and condition the hair and scalp
3002	205	Promote products and services to clients in a salon
3002	206	Cut Women's hair
3002	207	Colour and Lighten hair
3002	208	Perm and neutralise hair
3002	209	The Art of Dressing hair
3002	210	Cut men's hair
3002	211	Cut facial hair
3002	212	Create an Image Based on a theme within the hair and beauty sector
3002	213	Display Stock to promote sales in salon
3002	215	Scalp Massage
3002	216	Salon Reception Duties

<b>Qualification</b>	<b>Unit number</b>	<b>Title</b>
3002	217	Style and Finish African Type hair
3002	218	Relax African Type hair
3002	219	Provide threading services for hair removal
3002	302	Monitor and maintain health and safety Practice in the salon
3002	303	Consultation support for colleagues on hair
3002	304	Cut women's hair to create a variety of looks
3002	305	Style and dress hair using a variety of
3002	306	Colour hair to create a variety of looks
3002	307	Human Resource Management
3002	308	Perm hair to create a variety of looks
3002	309	Hair Extension services
3002	310	Make and Style a Hair Addition
3002	311	Bridal Hair
3002	312	Cut men's hair to create a variety of Looks
3002	313	Cut facial hair to create a variety of Looks
3002	314	Style and finish African Type Women's hair using a variety of techniques
3002	315	Relaxing services for African Type Hair
3002	316	Creative Hairdressing Design Skills
3002	317	Promote and sell products and services to clients
3002	410	Hair colour correction
3003	201	Working in beauty related industries
3003	202	Follow health and safety in the salon
3003	203	Client care and communication in beauty related industries
3003	204	Provide facial skincare
3003	205	Promote products and service to clients in a salon
3003	206	Remove hair using waxing techniques
3003	207	Provide manicure treatments
3003	208	Provide pedicure treatments
3003	209	Apply make-up
3003	210	Provide eyelash and brow treatments
3003	212	Create an image based on a theme within the hair and beauty sector
3003	213	Display stock to promote sales in salon
3003	214	Provide and maintain nail enhancement
3003	215	Provide nail art
3003	216	Salon reception duties
3003	217	Provide ear piercing
3003	218	Eyelash perming
3003	219	Provide threading services for hair removal
3003	220	The art of photographic make-up
3003	221	Body art design
3003	222	Head massage
3003	223	Apply skin tanning techniques
3003	224	Facial care for men
3003	301	Working with colleagues within the beauty related industries

<b>Qualification</b>	<b>Unit number</b>	<b>Title</b>
3003	302	Monitor and maintain health and safety practice in the salon
3003	303	Client care and communication in beauty related industries
3003	304	Promote and sell products and services to clients
3003	305	Provide body massage
3003	306	Provide facial electrotherapy treatments
3003	307	Provide body electrotherapy treatments
3003	308	Provide electrical epilation
3003	309	Provide massage using pre-blended aromatherapy oils
3003	311	Provide Indian head massage
3003	312	Provide UV tanning
3003	313	Provide self tanning
3003	314	Apply and maintain nail enhancements
3003	317	Apply Individual permanent lashes
3003	318	Intimate waxing for male clients
3003	319	Intimate waxing for female clients
3003	320	Enhance nails using electrical files
3003	321	Apply micro-dermabrasion
3003	322	Apply stone therapy massage
3003	328	Airbrush design for nails
3003	329	Design and apply nail art
3003	330	Media Make-up
3003	331	Maintain personal health and wellbeing
3003	332	Explore technological development s within hair, beauty and associate areas
3003	333	Camouflage make up
3003	334	Nail enhancements and advanced hand and nail art techniques
3003	335	Style and fit postiche

## Useful contacts

Type	Contact	Query
<b>International learners</b>	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a>	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
<b>Centres</b>	Check our website for your local International office contact details at <a href="http://www.cityandguilds.com/About-Us/International">http://www.cityandguilds.com/About-Us/International</a>	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Registrations/enrolment</li> <li>• Certificates</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> <li>• Results</li> </ul>
<b>Single subject qualifications</b>	Check our website for your local International office contact details at <a href="http://www.cityandguilds.com/About-Us/International">http://www.cityandguilds.com/About-Us/International</a>	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Results</li> <li>• Certification</li> <li>• Missing or late exam materials</li> <li>• Incorrect exam papers</li> <li>• Forms request (BB, results entry)</li> <li>• Exam date and time change</li> </ul>
<b>International vocational awards</b>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a>	<ul style="list-style-type: none"> <li>• Results</li> <li>• Entries</li> <li>• Enrolments</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> </ul>
<b>Walled Garden</b>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: <a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a>	<ul style="list-style-type: none"> <li>• Re-issue of password or username</li> <li>• Technical problems</li> <li>• Entries</li> <li>• Results</li> <li>• Evolve</li> <li>• Navigation</li> <li>• User/menu option problems</li> </ul>
<b>Employer</b>	Check our website for your local International office contact details at <a href="http://www.cityandguilds.com/About-Us/International">http://www.cityandguilds.com/About-Us/International</a>	<ul style="list-style-type: none"> <li>• Employer solutions</li> <li>• Mapping</li> <li>• Accreditation</li> <li>• Development Skills</li> <li>• Consultancy</li> </ul>
<b>Publications</b>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413	<ul style="list-style-type: none"> <li>• Logbooks</li> <li>• Centre documents</li> <li>• Forms</li> <li>• Free literature</li> </ul>

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

---

**Published by City & Guilds**  
**1 Giltspur Street**  
**London EC1A 9DD**  
**T +44 (0)844 543 0000**  
**F +44 (0)20 7294 2413**  
**[www.cityandguilds.com](http://www.cityandguilds.com)**

**City & Guilds is a registered charity**  
**established to promote education**  
**and training**