

Level 2 Award in Medical Terminology (5519-12)

September 2023 Version 1.4



Qualification at a glance

Subject area	Medical Terminology
City & Guilds number	5519-12
Age group approved	16+
Entry requirements	None
Assessment	Written exam
Support materials	Centre handbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Award in Medical Terminology	5519-12	600/9683/4

Version and date	Change detail	Section
1.4 Sept 2023	Amendment to typing error in meaning of 'ectasis'	Appendix 1
1.4 Sept 2023	Removal of 'scintology' as medical speciality	Appendix 3
1.4 Sept 2023	Minor amends to typing errors	Appendix 3
1.2 Jan 2014	Minor amends to typing errors	Appendices
1.1 Oct 2013	List orders amended	Appendix 1



Contents

1	Introduction	4
	Structure	5
2	Centre requirements	6
	Approval	6
	Resource requirements	6
	Learner entry requirements	7
3	Delivering the qualification	8
	Initial assessment and induction	8
	Support materials	8
	Recording documents	8
4	Assessment	9
5	Units	10
Unit 220	Medical Terminology	11
Appendix 1	Word part list	13
Appendix 2	Human body systems	20
Appendix 3	Medical specialities	23
Appendix 4	Pharmaceutical abbreviations	25
Appendix 5	Recommended books	27
Appendix 6	Sources of general information	28



1 Introduction

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

Area	Description
Who is the qualification for?	It is intended for learners who have no previous knowledge of the subject, and who wish to get a thorough grounding in the correct construction, recognition and usage of medical terminology.
What does the qualification cover?	The qualification is intended to form the foundation on which the Level 3 Certificate in Medical Terminology can be built. The course takes a structural approach, focusing on how medical terms are built from a combination of roots, prefixes and suffixes and the recognition of these terms from given definitions. It covers terminology and abbreviations relating to body systems, medical specialities, pharmacology.
Is the qualification part of a framework or initiative?	No
Who did we develop the qualification with?	City & Guilds have redeveloped the qualification in collaboration with AMSPAR (the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists).
What opportunities for progression are there?	The qualification allow learners to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none">• Level 3 Certificate in Medical Terminology (5519-13)• 5519 Level 2/3 Certificates/Diploma in Medical Administration• 4475 Level 2/3 Certificate/Diploma in Business and Administration• 7655 Level 2/3 Certificate/Diploma in Legal Secretaries

Structure

To achieve the **Level 2 Award in Medical Terminology (5519-12)**, learners must achieve **6** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
L/505/1245	220	Medical terminology	6



2 Centre requirements

Approval

If your Centre is approved to offer Level 2/3 Award/Certificate in Medical Terminology (4415) or Level 2/3 Certificate/Diploma in Medical Administration/Medical Secretaries (4419) you will be given an automatic approval to deliver 5519-12.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Physical resources and site agreements

Centres must provide access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

Centre staffing

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

- be occupationally competent or technically knowledgeable in the area for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Assessors and Internal Quality Assurer

Assessor/Internal Quality Assurer TAQA qualifications are valued as qualifications for centre staff, but they are not currently a requirement for this qualification.

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Learner entry requirements

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

Age restrictions

City & Guilds cannot accept any registrations for learners under 16 as this qualification is not approved for under 16s.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualification, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for this qualification:

Description	How to access
Sample test papers	www.cityandguilds.com
Past papers	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

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



4 Assessment

Unit	Title	Assessment method	Where to obtain assessment materials
220	Medical terminology	Externally set and marked written test	Follow standard examination entry procedures.

Time constraints

The following must be applied to the assessment of this qualification:

- Candidates must finish their assessment within six months
- Assignments should take no longer than 8 hours. If they do, centres should consider why this is, and make sure that they are not trying to gather too much evidence.

Test specifications

The way the knowledge is covered by each test is laid out in the tables below:

Test 1: Unit 220
Duration: 1 hour

Unit	Outcome	Number of questions	%
220	1 Know the structure and meaning of medical word parts	3	30
	2 Know the meaning of medical terminology relating to the human body	3	55
	3 Know the meaning of medical terminology relating to medical specialities	1	7.5
	4 Know the meaning of pharmaceutical abbreviations	1	7.5
Total		8	100



5 Units

Availability of units

The following units can also be obtained from The Register of Regulated Qualifications: <http://register.ofqual.gov.uk/Unit>

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- guided learning hours
- unit aim
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

UAN:	L/505/1245
Level:	2
Credit value:	6
GLH:	45
Aim:	The aim of this unit is to enable the learner to develop a basic knowledge of how to accurately construct, identify and use a specified range of medical terminology.

Learning outcome
The learner will: 1. know the structure and meaning of medical word parts
Assessment criteria
The learner can: 1.1 identify definitions of medical word parts 1.2 identify medical terms derived from the medical word parts

Range
Word parts Prefixes, roots and suffixes, use of combining vowel See list in Appendix 1

Learning outcome
The learner will: 2. know the meaning of medical terminology relating to the human body
Assessment criteria
The learner can: 2.1 identify definitions of medical terms relating to the human body

Range
Human body Includes medical terms of anatomy and physiology (structure, function, organs, systems), diseases, conditions and procedures See list in Appendix 2

Learning outcome

The learner will:

3. know the meaning of medical terminology relating to the medical specialities

Assessment criteria

The learner can:

- 3.1 identify definitions of medical terms relating to the **medical specialities**

Range**Medical specialities**

See list in Appendix 3

Learning outcome

The learner will:

4. know the meaning of pharmaceutical abbreviations

Assessment criteria

The learner can:

- 4.1 identify the meaning of **pharmaceutical abbreviations**

Range**Pharmaceutical abbreviations**

See list in Appendix 4

Appendix 1 Word part list Level 2

Learning outcome 1 only

This list can be referred to as a framework for other learning outcomes, however candidates will need to know the **full range** of terminology in relation to the individual body systems.

Prefixes

Prefix	Meaning
a-	absence of
ab-	away from
ad-	towards
an-	absence of
ante-	before
anti-	against
auto-	self
bi-	two
bio-	life
brady-	slow
circum-	around
co-/con-	together/joined
contra-	against
cryo-	cold
cyano-	blue
de-	away from/removing
dia-	through
diplo-	double
dys-	difficult/ abnormal/ painful
ecto-	external/ outside/without
en-/endo-	within/in/into
epi-	upon/above/on
ery-/erythro-	red
hemi-	half

Prefix	Meaning
hetero-	unlike/dissimilar
homo-	same
hyper-	above/high/in excess of normal
hypo-	low/below/ under/less than normal
inter-	between
intra-	within/inside
iso-	equal
kypho-	crooked/hump/ curvature
latero-	side
leuco-/leuko-	white
loro-	curvature forward
macro-	large
mal-	poor/abnormal/ impaired
mega-/megalo-	big/enlarged
melano-	black/dark/ pigment
meta-	after/beyond
micro-	small
mono-	one/single
multi-	many
neo-	new
oligo-	scanty/ deficiency

Prefix	Meaning
ortho-	straight
pachy-	thick
pan-	all
para-	alongside
peri-	around
polio-	grey
poly-	many
post-	after
pre-/pro-	before
quadri-	four
retro-	backwards

Prefix	Meaning
sclero-	hard
scolio-	sideways/ twisted
semi-	half
steno-	narrow
sub-	below
super-/supra-	above
syn-	with/together/ union
tachy-	rapid/fast
uni-	one

Word Roots

Word Root	Meaning
abdomino-	abdomen
adeno-	gland (any)
albumen- /albumin-	albumin/ a protein
alveolo-	air sac
andro-	man
angio-	vessel
aorto-	aorta/ main artery
appendico-	appendix
arterio-	artery
arthro-	joint
atrio-	atrium/ upper chamber of heart
bili-	bile
blepharo-	eyelid
bronchiolo-	bronchiole/ small air tube in lung
broncho-	bronchus/ tube to the lung
cardio-	heart
carpo-	wrist/hand
cephalo-	head
cerebro-	cerebrum/ part of brain
cerebello-	cerebellum/ lower lobe of brain
cervico-	cervix/neck
cholangio-	bile/biliary vessels
chole-	bile
cholecysto-	gallbladder
chondro-	cartilage
colo-/colono-	colon (large intestine)
colpo-	vagina
corono-	heart/crown
costo-	rib
cranio-	skull containing brain

Word Root	Meaning
cysto-	bladder
cyto-	cell
dento-	tooth
derm- /dermato-	skin
duodeno-	duodenum (part of intestine)
encephalo-	brain
endocardio-	lining of heart
endometrio-	endometrium (lining of uterus)
entero-	intestine
epididymo-	tubules above testes/ testicles
febro-	fever
feto-	fetus/unborn baby
gastro-	stomach
gingivo-	gums
glosso-	tongue
glyco-	sugar
gyno-/gynaeco-	woman
haemo-/ haemato-	blood
hep-/hepato-	liver
hernio-	hernia, rupture, protrusion
histo-	tissue
hydro-	water
hystero-	womb
iatro-	doctor/ physician
ileo-	ileum (part of intestine)
ilio-	ilium (bone of the pelvis)
immuno-	immunity
jejuno-	jejunum (part of intestine)
laparo-	abdomen/ abdominal wall

Word Root	Meaning
laryngo-	larynx/voice-box
leuco-	white
lipo-	fat
litho-	stone
lymphadeno-	lymph gland
lymphangio	lymph vessel
lympho-	lymphatic, lymph/tissue fluid
mammo- /masto-	breast
mandibulo-	lower jaw bone
maxillo-	upper jaw bone
meningo-	meninges/ membrane covering brain and spinal cord
menisco-	meniscus (knee cartilage)
meno-	menstruation/ monthly period
metro-	womb
myelo-	marrow/spinal cord
myo-/myos-	muscle
myocardio-	myocardium (heart muscle)
myometri-	myometrium (muscle of uterus)
myringo-	ear drum
naso-	nose
nato-	birth
necro-	death
nephro-	kidney
neuro-	nerve
oculo-	eye
oesophago-	oesophagus (gullet)
onco-	tumour
onycho-	nail
oophoro-	ovary
ophthalmo-	eye
opto-	sight/eye

Word Root	Meaning
orchio- /orchido-	testis/male gonad/male gland
osteo-	bone
oto-	ear
paedo-	child
pancreato-	pancreas/a gland
patho-	disease
pericardio-	outer layer of heart (covering of heart)
phago-	swallow, eat
Phaso-	speech
pharmaco-	drug
pharyngo-	pharynx/ throat
phlebo-	vein
pleuro-	lung covering/ membrane
pneumo- /pneumono-	air/gas/lung
pnoe-	breathing
procto-	anus/rectum
prostato-	prostate/a male gland
phallo-	penis
pulmono-	lung
pyo-	pus
pyro-	fever
recto-	rectum
reno-	kidney
rhino-	nose
salpingo-	fallopian/ uterine tube
sigmoido-	sigmoid colon/ part of large intestine
spleno-	spleen
steato-	fat
stoma- /stomato-	mouth
tarso-	foot/eyelid
thermo-	heat
thoraco-	chest/thorax

Word Root	Meaning
thrombo-	blood clot
thyro-	thyroid/gland in neck
tonsillo-	tonsils/lymph gland
tox-/toxico-	poison
tracheo-	windpipe/trachea
tympano-	ear drum
uretero-	ureter/tube from kidney

Word Root	Meaning
urethro-	urethra/tube from bladder
uro-	urine/urinary organs
utero-	womb
vaso-	vessel
veno-	vein
ventrico-/ventriculo-	ventricle (lower chamber of heart)

Suffixes

Suffix	Meaning
-a	condition of
-aemia	blood
-ac	concerning/ pertaining
-al	concerning/ pertaining to
-algia	pain
-blast	immature cell
-cele	swelling/ protrusion
-centesis	to puncture/ tapping
-cide	kill/destroy
-cyte	cell
-demic	people/ population
-desis	binding together
-dynia	pain
-ectasis	dilation
-ectomy	surgical removal of
-form	shape/form of
-gen	producing/ forming
-genesis	forming or origin
-genic	producing or forming
-gram	picture/tracing
-graph	machine that records/tracing
-graphy	procedure of recording/ tracing
-gravida	pregnancy
-ia/-iasis	condition of/state of
-iac	pertaining to
-iatic	pertaining to medicine/ physician
-ic	concerning pertaining to

Suffix	Meaning
-iosis/-ism	condition of/state of
-itis	inflammation of
-lith	stone
-lithiasis	condition/ presence of stones
-lysis	destruction/ splitting/ breaking down
-malacia	softening
-megaly	enlargement of
-meter	measure
-natal	birth
-oedema	swelling caused by excess fluid
-oid	likeness/ resembling
-ology	study of/science of
-oma	tumour
-opia	condition of the eye
-orrhage	burst forth/ bleeding
-orrhagia	condition of heavy bleeding
-orrhaphy	sew/repair
-orrhoea	flow/discharge
-oscopy	examination with a lighted instrument
-osis	condition of
-ostomy	artificial opening into
-otomy	cutting into/dividing/ incision
-para	given birth
-pathy	disease
-penia	lack of/decreased
-pexy	fixation of
-phagia	swallowing

Suffix	Meaning
-phasia	speech
-philia	liking/loving/ affinity for
-phobia	irrational fear
-phylaxis	protection/ prevention
-plasia	formation
-plasty	form/mould/reco nstruct
-plegia	paralysis
-pnoea	breathing
-porosis	thinning/ passage
-ptosis	drooping/falling
- rrhythmia	rhythm

Suffix	Meaning
-sclerosis	hardening
-scope	lighted instrument used to examine
-spasm	Involuntary contraction of
-stasis	cessation of movement/flow
-staxis	dripping
-stenosis	narrowing
-tome	cutting instrument
-tripsy	crushing
-trophy	nourishment/ food
-uria	condition of urine

Appendix 2 Human body systems Level 2

The learner should be able to identify and give definitions of terms relating to:

Skeletal/locomotor system

- the skeleton:
 - skull (main bones)
 - cranium
 - face bones (main)- maxilla, mandible
 - nasal
- vertebrae – atlas, axis, cervical, thoracic, lumbar, sacral, coccyx, thorax - rib cage, sternum
- appendicular
 - scapula, clavicle
 - pelvis
- Extremities -humerus, radius, ulna, carpals, metacarpals, phalanges, femur, tibia, fibula, patella, tarsals, metatarsals
- **diseases, disorders and conditions of the skeletal/locomotor system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Blood and cardiovascular system

Blood

The learner should be able to identify and give definitions of terms relating to:

- individual blood cells
 - erythrocytes
 - leucocytes (phagocytes)
 - lymphocytes
 - thrombocytes/platelets
- plasma/serum
- **diseases, disorders and conditions of the blood**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Cardiovascular system

- the heart structures
 - pericardium
 - myocardium
 - endocardium,
 - heart chambers - atria, ventricles
- types of blood vessels
 - major blood vessels:
 - arteries – aorta
 - veins – venae cavae
 - minor blood vessels: capillaries

- **diseases, disorders and conditions of the cardiovascular system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Lymphatic and immune system including **body's response to infection**

- lymphatic structures
 - lymph/tissue fluid
 - vessels
 - ducts
 - nodes (glands)
 - specialised lymph glands ie spleen, tonsils, adenoids,
- processes of infection and body's response
- **diseases, disorders and conditions of the lymphatic system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Respiratory system

- upper respiratory tract structure:
 - nose, pharynx, epiglottis, larynx, trachea
- lower respiratory tract structure:
 - lungs - bronchi, bronchioli, alveoli
 - pleura
- thoracic cavity, diaphragm
- **diseases, disorders and conditions of the respiratory system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Digestive system

- structures of the digestive system:
 - mouth
 - salivary glands
 - pharynx
 - oesophagus
 - stomach:
 - small intestine
 - large intestine
- accessory organs of digestion: teeth, tongue, gums salivary glands, pancreas, liver, gallbladder
- **diseases, disorders and conditions of the digestive system and accessory organs of digestion**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Urinary

- structures of the urinary system:
 - kidney and its regions – renal pelvis
 - ureters
 - bladder
 - urethra
- **diseases, disorders and conditions of the urinary system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Reproductive (male and female including obstetrics)

Male reproductive system:

- testes
- scrotum
- epididymis
- penis
- prostate gland
- urethra
- perineum
- **diseases, disorders and conditions of the male reproductive system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Female reproductive system and obstetrics

- ovary
- fallopian (uterine) tubes
- uterus
- cervix
- vagina
- perineum
- vulva
- accessory organs - breast
- menstruation
- structures and stages of pregnancy including development of fertilized egg:
 - embryo
 - fetus – placenta
- **diseases, disorders and conditions of the female reproductive system and obstetrics**
- **medical procedures, diagnostic tests and equipment used with this body system.**

Appendix 3 Medical specialities Level 2

Term	Meaning
	Study of the conditions, disease and treatment of:
Anaesthesiology	Study of speciality concerning control of sensation and resuscitation
Bariatrics	Reduction of stomach capacity for treatment of obesity
Cardiology	The heart and blood vessels
Dermatology	The skin
Colorectal	The colon (large intestine) and rectum (last part of the large intestine)
Endocrinology	Endocrine system ie hormones and ductless glands
Gastroenterology	Digestive system
Genitourinary	Urinary and male reproductive system
Geriatrics	Elderly/old people
Gynaecology	Female reproductive system
Haematology	Blood
Hepatology	Liver
Immunology	The immune ie defence system of the body
Nephrology	The urinary system including the kidney
Neurology	The nervous system
Obstetrics	Pregnancy and childbirth
Oncology	Tumours including cancer
Ophthalmology	Eyes
Orthopaedics	Locomotor system/bones and joints
Otorhinolaryngology	Ear nose and throat
Plastic surgery	Reshaping body parts/skin **aesthetics improving visual appearance as opposed to functional need /cosmetic
Paediatrics	Children
Psychiatry	Mental illness
Rheumatology	Connective tissue
Urology	The urinary system
Venereology	Sexually transmitted disease
	Miscellaneous
Cytology	Microscopic study of cells

Term	Meaning
Bacteriology	Microscopic study of bacteria ie a classification of microorganisms
Biochemistry	Study of the chemical contents and processes of the body
Forensic pathology	Study of criminal investigation concerning disease/death
Histology	Microscopic study of tissues
Histopathology	Microscopic study of disease of tissues
Microbiology	Microscopic study of microorganisms (too small to be seen unless under a microscope)
Pathology	Study of disease; its effects and causes
Pharmacology	Drugs and their effects
Physiotherapy	Treatment with natural, physical means as opposed to drugs eg exercise, massage
Psychology	Study of the mind and behaviour
Radiology	Study of the use of X-rays in diagnosis and treatment

Appendix 4 Pharmaceutical abbreviations Level 2

Abbreviation *Prescription directions	Meaning
ac	Before food
bd	Twice daily
od	Every day
om	Every morning
on	Every night
pc	After food
prn	When required/whenever necessary
qds	Four times daily
qqh	Every four hours
stat	At once/immediately
tds	Three times daily
tid	Three times daily
Modes of administration and units of measurement	
im or i/m or IM	Intra-muscular
iv or i/v or IV	intravenous
g	gram
mcg (not used in prescriptions)	microgram
mg	milligram
ml	millilitre
L or l	litre
Miscellaneous	
BNF	British National Formulary
BP	British Pharmacopoeia
MIMS	Monthly index of medical specialities
NP	Proper name/named
OTC	Over the counter
rep	Repeat/let it be repeated
R _x	Take/recipe/treatment
SI	International System (of measurement)
TTA	To take away

Legal classification	
CD/cd	Controlled drug
GSL	General Sales List
P	Pharmacy only
POM	Prescription only medicine
MODA	Misuse of Drugs Act
Types of drugs	
HRT	Hormone replacement therapy
NSAID	Nonsteroidal anti-inflammatory drug
PPI	Proton pump inhibitor

*Candidates will only be tested on the approved abbreviations in the BNF (as stated in the assessment criteria). Centres may teach common variations eg bid, qid but these will **not** be tested.

Appendix 5 Recommended books

Author	Title	Publisher
Bird, Mary	Medical Terminology & Clinical Procedures 3rd Edition (Revised) (also contains anatomy and physiology)	iUniverse ISBN978-1-4759-9939-6 Available from Amazon
Gyls, Barbara A & Wedding, Mary	Medical Terminology: A Systems Approach (American spellings)	FA Davis Company
Watson, Roger	Anatomy and Physiology for Nurses	Baillière Tindall
Weller, Barbara F	Baillière's Nurses' Dictionary	Baillière Tindall
Joint Formulary Committee	British National Formulary	British Medical Association and Royal Pharmaceutical Society of Great Britain



Appendix 6 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

City & Guilds
Believe you can



www.cityandguilds.com

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +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. If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: **feedbackandcomplaints@cityandguilds.com**

About City & Guilds

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

City & Guilds Group

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

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 candidates 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
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see 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. Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com