

# Level 3 Certificate in Medical Terminology (5519-13)

Sept 2023 Version 1.5



AMSPAR



## Qualification at a glance

|                                       |   |
|---------------------------------------|---|
| <b>Subject area</b>                   | <b>Medical Administration</b>                             |
| <b>City &amp; Guilds number</b>       | 5519-13   |
| <b>Age group approved</b>             | 16+   |
| <b>Entry requirements</b>             | None  |
| <b>Assessment</b>                     | Written   |
| <b>Support materials</b>              | Centre handbook   |
| <b>Registration and certification</b> | Consult the Walled Garden/Online Catalogue for last dates |

| <b>Title and level</b>                     | <b>GLH</b> | <b>TQT</b> | <b>City &amp; Guilds number</b> | <b>Accreditation number</b> |
|--|------------|------------|---------------------------------|-----------------------------|
| Level 3 Certificate in Medical Terminology | 82         | 160        | 5519-13                         | 601/0605/0                  |

| <b>Version and date</b> | <b>Change detail</b>   | <b>Section</b>   |
|-------------------------|--|--|
| 1.5 Sept 2023           | Amendment to typing error in meaning of 'ectasis'  | Appendix 1   |
| 1.5 Sept 2023           | Minor amendments to typing errors  | Appendix 3   |
| 1.5 Sept 2023           | Minor amendments to typing errors  | Appendix 4   |
| 1.5 Sept 2023           | Minor amendments to typing errors  | Appendix 6   |
| 1.4 October 2017        | Added GLH and TQT details<br><br>Removed QCF   | Qualification at a glance and Introduction<br><br>Appendix 9 |
| 1.3 April 2014          | Minor amend to CPK   | Appendix 3   |
| 1.2 Jan 2014            | Minor amends to typing errors  | Appendices   |
| 1.1 Oct 2013            | List orders amended<br>Suffix List, -taxia meaning corrected<br>Medical specialities, entry for epidemiology clarified | Appendix 1<br>Appendix 1<br>Appendix 4                       |



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# 1 Introduction

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

| <b>Area</b>   | <b>Description</b>   |
|---|--|
| Who is the qualification for?                           | <p>The qualification is suitable for those working in health care who wish to add a medical terminology qualification to their skills. It is designed to meet the needs of candidates who work or want to work as:</p> <ul style="list-style-type: none"> <li>• Ambulance person</li> <li>• Emergency Services Control Room Staff</li> <li>• GP Practice Manager</li> <li>• Healthcare Assistant</li> <li>• Medical Receptionist</li> <li>• Medical Secretary</li> </ul> |
| What does the qualification cover?                      | <p>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, diagnostic tests, medical specialities, pharmacology and medical qualifications.</p>  |
| Is the qualification part of a framework or initiative? | No.  |
| Who did we develop the qualification with?              | <p>City &amp; Guilds have redeveloped these qualifications in collaboration with AMSPAR (the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists).</p>   |
| What opportunities for progression are there?           | <p>They allow learners to progress into employment or to the following City &amp; Guilds qualifications:</p> <ul style="list-style-type: none"> <li>• 5519-04 Level 3 Diploma in Medical Administration</li> <li>• 4710-04 Level 4 Diploma in Business and Professional Administration</li> <li>• 4475-13 Level 3 Diploma in Business Support</li> <li>• 7655-33 Level 3 Diploma for Legal Secretaries</li> </ul>  |

## Structure

To achieve the **Level 3 Certificate in Medical Terminology (5519-13)**, learners must achieve **16** credits from the mandatory unit.

| <b>Unit accreditation number</b> | <b>City &amp; Guilds unit number</b> | <b>Unit title</b>   | <b>Credit value</b> |
|----------------------------------|--------------------------------------|---------------------|---------------------|
| <b>Mandatory</b>                 |                                      |                     |                     |
| F/505/3431                       | 330                                  | Medical terminology | 16                  |

## Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

| <b>Title and level</b>                     | <b>GLH</b> | <b>TQT</b> |
|--|------------|------------|
| Level 3 Certificate in Medical Terminology | 82         | 160        |



## 2 Centre requirements

### Approval

If your Centre is approved to offer Level 3 Certificate in Medical Terminology (4415-02) or Level 3 Certificate/Diploma in Medical Administration/Medical Secretaries (4419-02) you will be given an automatic approval to deliver 5519-13.

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 | <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |
| Past papers        | <a href="http://www.cityandguilds.com">www.cityandguilds.com</a> |

### 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](http://www.cityandguilds.com/eportfolios).



## 4 Assessment

| <b>Unit</b> | <b>Title</b>        | <b>Assessment method</b>               | <b>Where to obtain assessment materials</b>   |
|-------------|---------------------|--|---|
| 330         | 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 330  
**Duration:** 1 hour 45 minutes

| <b>Unit</b>  | <b>Outcome</b>  | <b>Number of questions</b> | <b>%</b>   |
|--------------|---|----------------------------|------------|
| 330          | 1 Understand the structure and meaning of medical word parts  | 5                          | 48.5       |
|              | 2 Understand the meaning of medical terminology relating to the human body                            | 5                          | 31.4       |
|              | 3 Understand the meaning of medical terminology relating to specialist areas associated with medicine | 5                          | 10.7       |
|              | 4 Know medical terminology relating to pharmacology   | 2                          | 8          |
|              | 5 Know the meaning of abbreviations relating to medical qualifications                                | 1                          | 1.4        |
| <b>Total</b> |   | <b>18</b>                  | <b>100</b> |



## 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.

## Unit 330

## Medical terminology

|                      |   |
|----------------------|---|
| <b>UAN:</b>          | <b>F/505/3431</b>   |
| <b>Level:</b>        | 3   |
| <b>Credit value:</b> | 16  |
| <b>GLH:</b>          | 82  |
| <b>Aim:</b>          | 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. |

|  |
|--|
| <b>Learning outcome</b>  |
| The learner will:<br>1. understand the structure and meaning of medical word parts   |
| <b>Assessment criteria</b>   |
| The learner can:<br>1.1 define individual medical <b>word parts</b><br>1.2 identify medical terms derived from the medical word parts. |

|   |
|---|
| <b>Range</b>  |
| <b>Word parts</b><br>Prefixes, roots and suffixes, use of combining vowel<br>See list in Appendix 1 |

|  |
|--|
| <b>Learning outcome</b>  |
| The learner will:<br>2. understand the meaning of medical terminology relating to the human body |
| <b>Assessment criteria</b>   |
| The learner can:<br>2.1 define medical terminology relating to the <b>human body</b> .           |

|   |
|---|
| <b>Range</b>  |
| <b>Human body</b><br>Includes medical terms of anatomy and physiology (structure, function, organs, systems), diseases, conditions and procedures<br>See list in Appendix 2 |

|   |
|---|
| <b>Learning outcome</b>   |
| The learner will:<br>3. understand the meaning of medical terminology relating to specialist areas associated with medicine   |
| <b>Assessment criteria</b>  |
| The learner can:<br>3.1 define medical <b>terminology</b> relating to <b>diagnostic departments</b><br>3.2 identify medical <b>abbreviations relating to diagnostic tests</b><br>3.3 define terminology relating to <b>specialist medical areas</b> . |

|  |
|--|
| <b>Range</b>   |
| <b>Terminology</b><br>Medical terms relating to pathology, diagnostic techniques, imaging techniques, examination instruments and procedures |
| <b>Diagnostic departments</b><br>Pathology and clinical imaging  |
| <b>Diagnostic tests abbreviations</b><br>See list in Appendix 3  |
| <b>Specialist medical areas</b><br>See list in Appendix 4  |

|  |
|--|
| <b>Learning outcome</b>  |
| The learner will:<br>4. know medical terminology relating to pharmacology  |
| <b>Assessment criteria</b>   |
| The learner can:<br>4.1 identify the meaning of <b>pharmaceutical abbreviations</b><br>4.2 describe individual <b>classifications of medicines</b> . |

|   |
|---|
| <b>Range</b>  |
| <b>Pharmaceutical abbreviations</b><br>See list in Appendix 5 |
| <b>Classifications of medicines</b><br>See list in Appendix 6 |

|  |
|--|
| <b>Learning outcome</b>  |
| The learner will:<br>5. know the meaning of abbreviations relating to medical qualifications |
| <b>Assessment criteria</b>   |
| The learner can:   |

5.1 identify the meaning of **abbreviations relating to medical qualifications.**

**Range**

**Medical qualification abbreviations**

See list in Appendix 7

## Appendix 1 Word part list Level 3

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.

### Prefix

| Prefix                    | Meaning                      |
|---------------------------|------------------------------|
| a-                        | absence of                   |
| ab-                       | away from                    |
| acou-                     | hearing                      |
| acro-                     | extremities                  |
| ad-                       | towards                      |
| aero-                     | air                          |
| an-                       | absence of                   |
| ana-                      | up/excessive                 |
| aniso-                    | unequal                      |
| ante-                     | before                       |
| anti-                     | against                      |
| auto-                     | self                         |
| bi-                       | two                          |
| bio-                      | life                         |
| blasto-                   | basic/immature/<br>embryonic |
| brady-                    | slow                         |
| circum-                   | around                       |
| co-/con-                  | together/joined              |
| contra-                   | against                      |
| chromo-<br>/chromat<br>o- | colour                       |
| cryo-                     | cold                         |
| crypto-                   | hidden                       |
| cyano-                    | blue                         |
| de-                       | away<br>from/removing        |
| dextra-                   | to the right                 |

| Prefix            | Meaning                                   |
|-------------------|---|
| dia-              | through                                   |
| diplo-            | double                                    |
| dorso-            | dorsal (back)                             |
| dys-              | difficult/abnormal/<br>painful            |
| ecto-             | external/outside/<br>without              |
| en-/endo-         | within/in/into                            |
| epi-              | upon/above/on                             |
| ery-<br>/erythro- | red                                       |
| eu-               | good/well/normal                          |
| ex-               | out of/away from                          |
| extra-            | outside                                   |
| gen-              | birth/origin                              |
| hemi-             | half                                      |
| hetero-           | unlike/dissimilar                         |
| homo-             | same/like                                 |
| homeo             | like                                      |
| hyper-            | above/high/in<br>excess of normal         |
| hypo-             | low/below/under/<br>less than normal      |
| idio-             | peculiar to the<br>individual/unknow<br>n |
| infra-            | below                                     |
| inter-            | between                                   |
| intra-            | within/inside                             |
| iso-              | equal                                     |

| <b>Prefix</b>     | <b>Meaning</b>               |
|-------------------|------------------------------|
| kypho-            | crooked humped/<br>curvature |
| latero-           | side/sideways                |
| leuco-<br>/leuko- | white                        |
| lordo-            | curvature forward            |
| macro-            | large                        |
| mal-              | poor/abnormal                |
| mega-<br>/megalo- | big/enlarged                 |
| melano-           | black/dark/pigmen<br>t       |
| meta-             | after/beyond                 |
| micro-            | small                        |
| mono-             | one/single                   |
| multi-            | many                         |
| narco-            | stupor                       |
| neo-              | new                          |
| nulli-            | none                         |
| oligo-            | scanty/deficiency            |
| ortho-            | straight                     |
| pachy-            | thick                        |
| pan-              | all                          |
| para-             | alongside                    |
| per-              | through                      |
| peri-             | around                       |

| <b>Prefix</b>     | <b>Meaning</b>          |
|-------------------|-------------------------|
| polio-            | grey                    |
| poly-             | many                    |
| post-             | after                   |
| pre-/pro-         | before                  |
| presbyo-          | old age                 |
| pseudo-           | false                   |
| quadri-           | four                    |
| retro-            | backwards               |
| sclero-           | hard                    |
| scolio-           | sideways/ twisted       |
| semi-             | half                    |
| steno-            | narrow                  |
| sub-              | below                   |
| super-<br>/supra- | above                   |
| syn-              | with/together/unio<br>n |
| tachy-            | rapid/fast              |
| tetra-            | four                    |
| trans-            | across/through          |
| ultra-            | beyond                  |
| uni-              | one                     |
| ventro-           | front/anterior          |
| xantho-           | yellow                  |

## Word Roots

| Word Root             | Meaning                              |
|-----------------------|--------------------------------------|
| abdomino-             | abdomen                              |
| adeno-                | gland (any)                          |
| adipo-                | fat                                  |
| albumen-<br>/albumin- | albumin/ a<br>protein                |
| alveolo-              | air sac                              |
| amylo-                | starch                               |
| andro-                | man                                  |
| angio-                | vessel                               |
| aorto-                | aorta/ main<br>artery                |
| appendico-            | appendix                             |
| aqua-                 | water                                |
| arterio-              | artery                               |
| arthro-               | joint                                |
| articulo-             | joint                                |
| athero                | plaque lining<br>blood vessels       |
| atrio-                | atrium/upper<br>chamber of<br>heart  |
| audio-                | hearing                              |
| auri-                 | ear                                  |
| balano-               | glans penis                          |
| bili-                 | bile                                 |
| blepharo-             | eyelid                               |
| brachio-              | arm                                  |
| bronchiolo-           | bronchiole/small<br>air tube in lung |
| broncho-              | bronchus/tube<br>to the lung         |
| bucco-                | cheek                                |
| caeco-                | caecum/ part of<br>intestine         |
| cardio-               | heart                                |
| carpo-                | wrist/hand                           |
| cephalo-              | head                                 |
| cerebello-            | cerebellum/ part<br>of brain         |
| cerebro-              | Brain/cerebrum                       |
| cervico-              | cervix/neck                          |
| cheilo-               | lip                                  |

| Word Root          | Meaning                                    |
|--------------------|--|
| chiro-             | hand                                       |
| cholangio-         | biliary vessels                            |
| chole-             | bile                                       |
| cholecysto-        | gallbladder                                |
| choledocho<br>-    | common bile<br>duct                        |
| chondro-           | cartilage                                  |
| chromo-            | colour                                     |
| coccygo-           | coccyx/ part of<br>vertebrae/ spine        |
| colo-<br>/colono-  | colon (large<br>intestine)                 |
| colpo-             | vagina                                     |
| coro-<br>/coreo-   | pupil of eye                               |
| corono-            | heart/crown                                |
| costo-             | rib  |
| cranio-            | skull containing<br>brain                  |
| culdo-             | Recto-uterine<br>sac (Pouch of<br>Douglas) |
| cysto-             | bladder                                    |
| cyto-              | cell                                       |
| dacryo-            | tear/ tearduct                             |
| dento-             | tooth                                      |
| derm-<br>/dermato- | skin                                       |
| duodeno-           | duodenum (part<br>of intestine)            |
| embolo-            | plug                                       |
| encephalo-         | brain                                      |
| endocardio<br>-    | lining of heart                            |
| endometrio<br>-    | endometrium<br>(lining of uterus)          |
| entero-            | intestine                                  |
| epididymo-         | tubules above<br>the<br>testes/testicles   |
| epiglottto-        | epiglottis                                 |
| febrio-            | fever                                      |

| Word Root           | Meaning                          |
|---------------------|----------------------------------|
| feto-               | fetus/unborn baby                |
| gastro-             | stomach                          |
| gingivo-            | gums                             |
| glosso-             | tongue                           |
| glyco-              | sugar                            |
| gyno-<br>/gynaeco-  | woman                            |
| haemo-/<br>haemato- | blood                            |
| hep-<br>/hepato-    | liver                            |
| hernio-             | hernia, rupture, protrusion      |
| hidro-              | Perspiration, sweat              |
| histo-              | tissue                           |
| hydro-              | water                            |
| hystero-            | womb                             |
| iatro-              | doctor/physician                 |
| ileo-               | ileum (part of intestine)        |
| ilio-               | ilium (bone of the pelvis)       |
| immuno-             | immunity                         |
| irido-              | iris                             |
| ischio-             | ischium/ part of pelvis          |
| jejuno-             | jejunum (part of intestine)      |
| kalo-               | potassium                        |
| karyo-              | nucleus                          |
| kerato-             | cornea/<br>scaly/horny/hard skin |
| lacrimo-            | tear                             |
| lacto-              | milk                             |
| laparo-             | abdomen/abdominal wall           |
| laryngo-            | larynx/voice box                 |
| leuco-              | white                            |
| linguo-             | tongue                           |
| lipo-               | fat                              |
| litho-              | stone                            |

| Word Root         | Meaning  |
|-------------------|--|
| lobo-             | lobe   |
| lymphaden<br>o-   | lymph gland                                      |
| lymphangio        | lymph vessel                                     |
| lympho-           | lymphatic,<br>lymph/tissue fluid                 |
| mammo-<br>/masto- | breast   |
| mandibulo-        | lower jaw  |
| mastoido-         | mastoid (part of ear)                            |
| maxillo-          | upper jaw  |
| meningo-          | meninges/membrane covering brain and spinal cord |
| menisco-          | meniscus (knee cartilage)                        |
| meno-             | menstruation/monthly period                      |
| metro-            | womb   |
| myco-<br>myceto-  | fungus   |
| myelo-            | marrow/spinal cord                               |
| myo-/myos-        | muscle   |
| myocardio-        | myocardium (heart muscle)                        |
| myometrio-        | myometrium (muscle of uterus)                    |
| myringo-          | ear drum   |
| myxo-             | mucous membranes                                 |
| narco-            | deep sleep/stupor                                |
| naso-             | nose   |
| nato-             | birth  |
| natro-            | sodium   |
| necro-            | death  |
| nephro-           | kidney   |
| neuro-            | nerve  |
| nocto-            | night  |
| nucleo-           | nucleus  |
| oculo-            | eye  |

| Word Root             | Meaning                                       |
|-----------------------|---|
| odonto-               | tooth   |
| oesophago-            | oesophagus (gullet)                           |
| onco-                 | tumour  |
| onycho-               | nail  |
| oo-                   | egg/ovum                                      |
| oophoro-              | ovary   |
| ophthalgo-            | eye   |
| opto-                 | sight/eye                                     |
| orchio-<br>/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)      |
| peritoneo-            | peritoneum (membrane of the abdominal cavity) |
| phago-                | swallow, eat                                  |
| phako-                | lens  |
| phallo-               | penis   |
| pharmaco-             | drug  |
| pharyngo-             | pharynx/throat                                |
| phaso-                | speech  |
| phlebo-               | vein  |
| phreno-               | diaphragm/mind                                |
| pleuro-               | lung covering/ membrane                       |
| pneumo-<br>/pneumono- | air/gas/lung                                  |
| pnoe-                 | breathing                                     |
| procto-               | anus/rectum                                   |
| prostato-             | prostate/a male gland                         |
| pulmono-              | lung  |
| pyelo-                | pelvis of kidney                              |
| pyloro-               | part of stomach                               |

| Word Root           | Meaning                                |
|---------------------|--|
| pyo-                | pus                                    |
| pyro-               | fever                                  |
| recto-              | rectum                                 |
| reno-               | kidney                                 |
| rhino-              | nose                                   |
| sacro-              | sacrum                                 |
| salpingo-           | fallopian/uterine tube                 |
| sarco-              | flesh                                  |
| sialo-              | salivary gland                         |
| sigmoido-           | sigmoid colon/ part of large intestine |
| somato-             | body                                   |
| spleno-             | spleen                                 |
| spondylo-           | vertebra                               |
| steato-             | fat                                    |
| sterno-             | sternum/breast bone                    |
| stetho-             | chest                                  |
| stoma-<br>/stomato- | mouth                                  |
| tarso-              | foot/eyelid                            |
| tendino-<br>/teno   | tendon                                 |
| thermo-             | heat                                   |
| thoraco-            | chest/thorax                           |
| 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                |
| urethro-            | urethra/tube from bladder              |
| uro-                | urine/urinary                          |
| utero-              | womb                                   |
| uveo-               | uveal tract (parts of eye)             |

| <b>Word Root</b> | <b>Meaning</b> |
|------------------|----------------|
| varico-          | varicose veins |
| vaso-            | vessel         |
| veno-            | vein           |

| <b>Word Root</b> | <b>Meaning</b>                     |
|------------------|------------------------------------|
| ventrico-        | ventricle (lower chamber of heart) |
| ventriculo-      |                                    |

## Suffixes

| Suffix     | Meaning                        |
|------------|--------------------------------|
| -a/ia      | condition of                   |
| -aemia     | blood                          |
| -ac        | concerning/pertaining to       |
| -al        | concerning/pertaining to       |
| -algia     | pain                           |
| -ary       | concerning/pertaining to       |
| -blast     | immature cell/embryonic cell   |
| -cele      | swelling/protrusion            |
| -centesis  | to puncture/tapping            |
| -clasis    | destruction of/break           |
| -clast     | destroying/breaking            |
| -cide      | kill/destroy                   |
| -cyte      | cell                           |
| -demic     | people/population              |
| -desis     | binding together/fusion        |
| -dynia     | pain                           |
| -ectasis   | dilation                       |
| -ectomy    | surgical removal of            |
| -emesis    | vomiting                       |
| -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          |

| Suffix      | Meaning                                 |
|-------------|---|
| -iac        | pertaining to                           |
| -iatic      | pertaining to medicine/physician        |
| -ic         | concerning/pertaining to                |
| -iosis/-ism | condition of/state of                   |
| -itis       | inflammation of                         |
| -lith       | stone                                   |
| -lithiasis  | condition/presence of stones            |
| -lysis      | destruction/splitting/<br>breaking down |
| -malacia    | softening                               |
| -megaly     | enlargement of                          |
| -meter      | measure/instrument to measure           |
| -metry      | process of measuring                    |
| -natal      | birth                                   |
| -necrosis   | death of                                |
| -oedema     | swelling caused by excess fluid         |
| -ology      | study of/science of                     |
| -oid        | likeness/resembling                     |
| -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                            |

| <b>Suffix</b> | <b>Meaning</b>                 |
|---------------|--------------------------------|
| -ostomy       | artificial opening into/       |
| -otomy        | cutting into/dividing/incision |
| -para/-parous | given birth                    |
| -paresis      | weakness/partial paralysis     |
| -pathy        | disease                        |
| -penia        | lack of/decreased              |
| -pexy         | fixation of                    |
| -phagia       | swallowing                     |
| -phasia       | speech                         |
| -philia       | liking/loving/affinity for     |
| -phobia       | irrational fear                |
| -phylaxis     | protection/prevention          |
| -plasia       | formation                      |
| -plasty       | form/mould/reconstruct         |

| <b>Suffix</b> | <b>Meaning</b>                     |
|---------------|------------------------------------|
| -plegia       | paralysis                          |
| -pnoea        | breathing                          |
| -poiesis      | producing/formation                |
| -porosis      | thinning/channel                   |
| -ptosis       | drooping/falling                   |
| -rrhythmia    | rhythm                             |
| -sclerosis    | hardening                          |
| -scope        | lighted instrument used to examine |
| -spasm        | involuntary contraction            |
| -stasis       | cessation of movement/flow         |
| -stenosis     | narrowing                          |
| -taxia        | gait/coordination                  |
| -tome         | cutting instrument                 |
| -tripsy       | crushing                           |
| -trophy       | nourishment/food                   |
| -uria         | condition of urine                 |

## Appendix 2 Human body systems Level 3

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

### **Skeletal/locomotor system**

- the skeleton:
  - axial
    - skull (main bones)
      - cranium – frontal, occipital, parietal, temporal
      - face bones (main) – maxilla mandible
      - nasal
      - lacrimal
    - hyoid
  - vertebrae – atlas, axis, cervical, thoracic, lumbar, sacral, coccyx , thorax - rib cage, sternum
  - appendicular
    - scapula, clavicle
    - pelvic girdle, (innominate) ilium, ischium, pubis, sacrum
    - humerus, radius, ulna, carpals, metacarpals, phalanges
    - femur, tibia, fibula, patella, tarsals, metatarsals, phalanges
  - ossicles – malleus, incus, stapes
  - joints
  - bursae
  - tendons
  - ligaments
- **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 - reticulocytes, erythroblasts
  - leucocytes - polymorphonuclear, (phagocytes), neutrophils
  - lymphocytes - monocytes
  - 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, valves, septum
- types of blood vessels
  - major blood vessels:
    - arteries – aorta
    - veins – venae cavae
  - minor blood vessels:
    - arterioles
    - venules
    - 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
  - immunity processes ie antibodies, antitoxins, antigens
- processes of infection and body 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
- process of breathing/ventilation
- **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:
  - buccal cavity/mouth

- pharynx
- oesophagus
- stomach and regions:
- small intestine and regions
- large intestine and regions
- mechanical process of digestion including peristalsis
- accessory organs of digestion ie teeth, tongue, 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 – eg cortex, medulla, nephrons, renal pelvis
  - ureters
  - bladder and its regions
  - urethra
- process of urine production eg filtration
- urinalysis and abnormalities
- **diseases, disorders and conditions of the urinary system**
- **medical procedures, diagnostic tests and equipment used with this body system.**

### Neurology

- central nervous system:
  - cerebrum, main lobes (frontal, parietal, temporal, occipital)
  - cerebellum
  - cranial nerves
  - spinal cord and regions – cervical, thoracic, lumbar, sacral
  - meninges – duramater, arachnoidmater, piamater
- spinal nerves
- peripheral nervous system
- autonomic nervous system
- main types of mental illness – psychoses, neuroses
- **diseases, disorders and conditions of the nervous system**
- **procedures, diagnostic procedures and equipment used with this body system**

### Endocrinology

- structures of the endocrine system:
  - pituitary gland
  - adrenal gland
  - thyroid gland
  - parathyroid glands
  - pancreas
  - ovaries
  - testes

- thymus
- pineal body
- hormone secretions
- **diseases, disorders and conditions of the endocrine system**
- **procedures, diagnostic procedures and equipment used with this body system**

### **Reproductive (male and female including obstetrics)**

*Male reproductive system:*

- structures of the male reproductive system:
  - testes
  - scrotum
  - epididymis/epididymes
  - penis
  - vas deferens
  - prostate gland
  - prepuce
  - seminal vesicles
  - 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 and their areas
- menstruation
- structures and stages of pregnancy including development of fertilised egg:
  - embryo
  - fetus – amnion, chorion, placenta, umbilical cord
  - trimesters
- **diseases, disorders and conditions of the female reproductive system and obstetrics**
- **medical procedures, diagnostic tests and equipment used with this body system.**

### **Skin and sensory organs (eye, ear, nose)**

*Skin*

- structures of the skin
  - epidermis
  - dermis
  - subcutaneous layer

- adrenal glands
- appendages – nails, hair
- **diseases, disorders and conditions of the skin**
- **medical procedures, diagnostic tests and equipment used with this body system.**

#### *Eye*

- eyeball
- eyelid
- sclera
- uveal tract - choroid, ciliary body, iris
- retina – rods and cones
- lens
- cornea
- conjunctiva
- chambers - anterior and posterior
- macula (fovea)
- optic disc
- fundus
- aqueous humour
- vitreous humour
- lacrimal apparatus
- eyelids

#### *Ear*

- external ear – pinna, auditory canal
- middle ear
  - tympanic membrane
  - eustachian tube
  - ossicles - malleus, incus, stapes
- inner ear – vestibule, labyrinth, semicircular canals, cochlea

#### *Nose*

- olfactory nerves for sensation of smell
- sinuses
- septum
- **diseases, disorders and conditions of these sensory organs**
- **medical procedures, diagnostic tests and equipment used with this body system.**

## Appendix 3 Diagnostic tests abbreviations Level 3

| <b>Haematology</b>  |   |
|---------------------|---|
| <b>Blood count</b>  |   |
| ESR                 | Erythrocyte sedimentation rate                                |
| FBC                 | Full blood count  |
| Hb                  | Haemoglobin   |
| MCV                 | Mean corpuscular volume                                       |
| PCV                 | Packed cell volume  |
| RBC                 | Red blood count   |
| WBC                 | White blood count   |
| WBC & diff.         | White blood count and differential                            |
| <b>Biochemistry</b> |   |
| BS                  | Blood sugar   |
| BUN                 | Blood urea nitrogen   |
| CPK                 | Creatinine phosphokinase (can indicate myocardial infarction) |
| FBS                 | Fasting blood sugar   |
| GI                  | Glycaemic index   |
| GTT                 | Glucose tolerance test  |
| GFR                 | Glomerular filtration rate (kidney disease)                   |
| HbA1c               | Blood test showing the amount of glucose bound to Haemoglobin |
| HDL                 | High density lipoproteins                                     |
| INR                 | International normalised ratio (clotting time)                |
| LFTs                | Liver function tests  |
| Ig                  | Immunoglobulin  |
| LDL                 | Low density lipoproteins                                      |
| pH                  | Acid/alkaline balance   |
| PBI                 | Protein bound iodine  |
| TFT                 | Thyroid function tests  |
| U&Es                | Urea and electrolytes   |
| T <sub>4</sub>      | Thyroxine test  |
| <b>Gases</b>        |   |
| O <sub>2</sub>      | Oxygen  |
| CO <sub>2</sub>     | Carbon dioxide  |

| <b>Minerals &amp; Electrolytes</b> |   |
|------------------------------------|---|
| Ca                                 | Calcium   |
| Fe                                 | Iron  |
| K                                  | Potassium   |
| Mg                                 | Magnesium   |
| Na                                 | Sodium  |
| P                                  | Phosphorous   |
| <b>Miscellaneous</b>               |   |
| AFP                                | Alpha-fetoprotein   |
| CIN I-IV                           | Carcinoma intraepithelial neoplasia (stages of cancer)          |
| C&S                                | Culture & sensitivity   |
| CSU                                | catheter specimen of urine                                      |
| CVS                                | Chorionic villus sampling                                       |
| EMU                                | Early morning urine   |
| MSU                                | Midstream specimen of urine                                     |
| MRSA                               | Multiple/methicillin/meticillin resistant staphylococcus aureus |
| O&S                                | Organism and sensitivity  |
| PAP                                | Cervical smear test   |
| PSA                                | Prostate specific antibody                                      |
| Rh-                                | Rhesus negative   |
| Rh+                                | Rhesus positive   |
| <b>Imaging tests</b>               |   |
| CT or CAT                          | Computerised tomography/computerised axial tomography           |
| DEXA                               | Dual energy x-ray absorptiometry/scan for bone density          |
| ECG                                | Electrocardiogram   |
| EEG                                | electroencephalogram  |
| ERCP                               | Endoscopic retrograde cholangiopancreatography                  |
| fMRI                               | Functional magnetic resonance imaging                           |
| IVU/IVP                            | Intravenous urogram/intravenous pyelogram                       |
| MRI                                | Magnetic resonance imaging                                      |
| RGP                                | Retrograde pyelogram  |
| US/USS                             | Ultra-sound scan  |
| <b>Units</b>                       |   |
| $\mu\text{g}$                      | microgram   |

|        |                |
|--------|----------------|
| g      | Gram           |
| g/l    | Gram per litre |
| L or l | Litre          |

**NB These are only common abbreviations the list is not intended to include all abbreviations used in medicine**

## Appendix 4 Medical specialities Level 3

| <b>Term</b>         | <b>Meaning</b>   |
|---------------------|--|
|                     | <b>Study of the conditions, disease and treatment of:</b>  |
| Aetiology           | Study of the cause of disease  |
| 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   |
| 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 system 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   |
| Orthodontics        | Speciality concerning the prevention and correction of irregularities of the teeth               |
| Orthopaedics        | Locomotor system/bones and joints  |
| Orthoptics          | Speciality concerning non-surgical methods of treating abnormalities of vision including squints |
| Otorhinolaryngology | Ear nose and throat  |
| Plastic surgery     | Reshaping body parts/skin  |
| Paediatrics         | Children   |
| Psychiatry          | Mental illness   |
| Rheumatology        | Connective tissue  |
| Urology             | The urinary system   |
| Venereology         | Sexually transmitted disease   |

|                    | <b>Miscellaneous</b>   |
|--------------------|--|
| Aetiology          | Study of the cause of disease  |
| Cytology           | Microscopic study of cells   |
| Bacteriology       | Microscopic study of bacteria ie a classification of microorganisms                  |
| Biochemistry       | Study of the chemical contents and processes of the body                             |
| Epidemiology       | Study of the distribution of disease including environmental factors                 |
| 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                                |
| Virology           | Study of viruses   |

## Appendix 5      Pharmaceutical abbreviations Level 3

| Abbreviation                         | Meaning                          |
|--------------------------------------|----------------------------------|
| <b>*Prescription directions</b>      |                                  |
| 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                |
| <b>Forms of drugs</b>                |                                  |
| caps                                 | capsules                         |
| tab                                  | tablet                           |
| troch                                | lozenge                          |
| ung                                  | ointment                         |
| <b>Modes of administration</b>       |                                  |
| occ or oc                            | for the eyes                     |
| neb                                  | by nebuliser                     |
| im or i/m or IM                      | intra-muscular                   |
| iv or i/v or IV                      | intravenous                      |
| pess/ pessary                        | for the vagina                   |
| poc/POC                              | for the eyes                     |
| PR/pr                                | per rectum /via the rectum       |
| PV/pv                                | per vagina/via the vagina        |
| suppos                               | suppository/ via the rectum      |
| <b>Units of measurement</b>          |                                  |
| g                                    | grams                            |
| mcg      (not used in prescriptions) | microgram                        |
| mg                                   | milligram                        |
| ml                                   | millilitre                       |
| ng      (not used in prescriptions)  | nanogram                         |

|                             |  |
|-----------------------------|--|
| L or l                      | litre                                  |
| SI                          | International System                   |
| <b>Miscellaneous</b>        |  |
| BNF                         | British National Formulary             |
| BP                          | British Pharmacopoeia                  |
| MIMS                        | Monthly index of medical specialities  |
| NP                          | Proper name /named                     |
| OTC                         | Over the counter                       |
| SLS                         | Selected list scheme                   |
| TTA                         | To take away                           |
| rep                         | Repeat/let it be repeated              |
| R <sub>x</sub>              | Take/recipe/treatment                  |
| <b>Legal classification</b> |  |
| CD/cd                       | Controlled drug                        |
| GSL                         | General sales list                     |
| P                           | Pharmacy only                          |
| POM                         | Prescription only medicine             |
| MODA                        | Misuse of Drugs Act                    |
| <b>Types of drugs</b>       |  |
| COC                         | Combined oral contraceptive pill       |
| HRT                         | Hormone replacement therapy            |
| NSAID                       | Nonsteroidal anti-inflammatory drug    |
| POP                         | Progesterone only pill                 |
| PPI                         | Proton pump inhibitor                  |
| SSRI                        | Selective serotonin reuptake 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 6      Classification of Medicines/Drugs Level 3

| <b>Category</b>         | <b>Action</b>   |
|-------------------------|---|
| Ace-inhibitor           | Drug to treat hypertension  |
| Anaesthetic             | Drug to remove sensation (local or general)                                 |
| Analgesic               | Drug for relief of pain   |
| Antacid                 | A substance which neutralises stomach acid                                  |
| Antibiotic              | Drug which kills bacteria   |
| Anticoagulant           | Drug which prevents clotting  |
| Antidepressant          | Drug which lifts the mood   |
| Anti-emetic             | Drug which prevents vomiting  |
| Antifungal              | Drug which kills fungus   |
| Antihistamine           | Drug which reduces histamine for allergies                                  |
| Antihypertensive        | Drug which lowers the blood pressure  |
| Anti-inflammatory       | Drug which reduces inflammation   |
| Anti-obesity            | Drug which helps reduce weight  |
| Antipyretic             | Drug which reduces the body temperature                                     |
| Antipsychotic           | Drug which quietens disturbed patients suffering from mania, hallucinations |
| Antispasmodic           | Drug which reduces spasms of muscle   |
| Antitussic              | Drug which reduces coughing   |
| Antiviral               | Drugs which kill viruses (a type of organism)                               |
| Anxiolytic              | Drug which reduces anxiety  |
| Beta-blocker            | Drug which reduces high blood pressure                                      |
| Bronchodilator          | Drug which dilates the bronchial tubes (eg asthma)                          |
| Calcium channel blocker | Drug which reduces blood pressure   |
| Carminative             | Drug which reduces flatulence   |
| Chemotherapy            | Toxic drugs which kill malignant cells                                      |
| Contraceptive           | Drug which prevents conception  |
| Cytotoxic               | Drug which kills cells-used to kill malignant cells                         |
| Decongestant            | Drug which relieves the congestion of mucous membranes                      |
| Depressant              | Drug which depresses the function of the central nervous system (CNS)       |
| Diuretic                | Drug which stimulates the production of urine                               |

|                       |  |
|-----------------------|--|
| Expectorant           | Drug which encourages coughing up of secretions of the respiratory tract   |
| Hypnotic              | A drug which induces sleep   |
| Laxative              | Drug used to evacuate the bowel  |
| Narcotic              | Drug derived from opium which induces a deep unnatural sleep   |
| Prophylactic          | A substance used to prevent disease  |
| Proton pump Inhibitor | Drug which inhibits the production of hydrochloric acid by the stomach   |
| Sedative              | Drug which lowers function of the central nervous system (CNS)   |
| Statins               | Drug which lowers cholesterol blood levels   |
| Steroids              | Drug containing hormones usually of the adrenal cortex (corticosteroids)   |
| Stimulant             | Drug which increases the function of the central nervous system (CNS)  |
| Tranquilliser         | Drug which reduces anxiety   |
| Vaccine               | Substance especially prepared to stimulate the body to produce its own antibodies or antitoxins to prevent disease |

## Appendix 7      Medical qualifications abbreviations Level 3

| <b>Abbreviation</b>              | <b>Meaning</b>  |
|----------------------------------|---|
| BA                               | Bachelor of Arts  |
| BC or BCh or B Chir or ChB or BS | Bachelor of Surgery   |
| BM                               | Bachelor of Medicine  |
| BS                               | Bachelor of Surgery   |
| BSc                              | Bachelor of Science   |
| ChB or B Chir                    | Bachelor of Surgery   |
| CM or ChM                        | Master of Surgery   |
| DA                               | Diploma in Anaesthetics   |
| DCh or DS                        | Doctor of Surgery   |
| DDS                              | Doctor of Dental Surgery  |
| DM                               | Doctor of Medicine  |
| FCPS                             | Fellow of the College of Physicians and Surgeons                |
| FRCS                             | Fellow of the Royal College of Surgeons                         |
| FRCGP                            | Fellow of the Royal College of General Practitioners            |
| FRCOG                            | Fellow of the Royal College of Obstetricians and Gynaecologists |
| FRCP                             | Fellow of the Royal College of Physicians                       |
| FRCPsych                         | Fellow of the Royal college of Psychiatrists                    |
| MB                               | Bachelor of Medicine  |
| MD                               | Doctor of Medicine  |
| MCh or MChir                     | Master of Surgery   |
| MCPS                             | Member of the College of Physicians and Surgeons                |
| MRCGP                            | Member of the Royal College of General Practitioners            |
| MRCP                             | Member of the Royal College of Physicians                       |
| MRCS                             | Member of the Royal College of Surgeons                         |

## Appendix 8 Recommended books

| <b>Author</b>                   | <b>Title</b>   | <b>Publisher</b>  |
|---------------------------------|--|---|
| Bird, Mary                      | Medical Terminology & Clinical Procedures<br>3rd Edition (Revised)<br>(also contains anatomy and physiology) | iUniverse<br>ISBN978-1-4759-9939-6<br><br>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               | Baillières Nurses' Dictionary  | Baillière Tindall   |
| Joint Formulary Committee       | British National Formulary   | British Medical Association and Royal Pharmaceutical Society of Great Britain |



## Appendix 9 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](http://www.cityandguilds.com).

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

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

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

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

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

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

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

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events

- **Online assessment:** how to register for e-assessments.

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## Useful contacts

|   |   |
|---|---|
| <b>UK learners</b><br><b>General qualification information</b>  | <b>T: +44 (0)844 543 0033</b><br><b>E: learnersupport@cityandguilds.com</b>   |
| <b>International learners</b><br>General qualification information  | T: +44 (0)844 543 0033<br>F: +44 (0)20 7294 2413<br>E: <b>intcg@cityandguilds.com</b>   |
| <b>Centres</b><br>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results  | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: <b>centresupport@cityandguilds.com</b>                                       |
| <b>Single subject qualifications</b><br>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<br>F: +44 (0)20 7294 2413<br>F: +44 (0)20 7294 2404 (BB forms)<br>E: <b>singlesubjects@cityandguilds.com</b> |
| <b>International awards</b><br>Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports   | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: <b>intops@cityandguilds.com</b>  |
| <b>Walled Garden</b><br>Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems  | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: <b>walledgarden@cityandguilds.com</b>  |
| <b>Employer</b><br>Employer solutions, Mapping, Accreditation, Development Skills, Consultancy  | T: +44 (0)121 503 8993<br>E: <b>business@cityandguilds.com</b>  |
| <b>Publications</b><br>Logbooks, Centre documents, Forms, Free literature   | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413  |

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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).

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