Level 2 & 3 Awards in Customer Service in Hospitality, Leisure, Travel and Tourism – WorldHost™ (QCF) (4421)

February 2013 Version 2.0

City&
Guilds

Qualification at a glance

Subject area	Customer Service
City & Guilds number	4421
Age group approved	All
Entry requirements	No entry requirements
Assessment	WorldHost™ training course with the additional assessment activity from the City & Guilds website
Support materials	Qualification handbook WorldHost™ Training Course
Registration and certification	Consult the Walled Garden/ Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Extended Award in the Principles of Customer Service in Hospitality, Leisure, Travel and Tourism – WorldHost™	4421-12	600/1102/6
Level 2 Award in Cultural awareness for Customer Service in Hospitality, Leisure, Travel and Tourism – WorldHost™	4421-13	600/1741/7
Level 2 Award in meeting requirements for customers with specific needs in Hospitality, Leisure, Travel and Tourism – WorldHost™	4421-14	600/1742/9
Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism- WorldHost™	4421-15	600/1744/2
Level 2 Award in Principles of Customer Services in Hospitality, Leisure, Travel and Tourism – WorldHost™	4421-16	500/6351/0
Level 3 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism – WorldHost™	4421-17	500/6356/X

Version and date	Change detail	Section
2.0 Mar 2013	Addition of new pathway, 4421-17	Structure Units

Contents

1   Introduction

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

Area	Description
Who are the qualifications for?	They are for learners who work or want to work in customer service in the hospitality, leisure, travel or tourism sector.
What do the qualifications cover?	They allow learners to learn, develop and practise the skills required for employment and/or career progression in the customer service sector.
What opportunities for progression are there?	They allow candidates to progress into employment or to the following City & Guilds qualifications: • Level 2 or 3 Certificate in Customer Service (4417) • Level 2 or 3 NVQ/SVQ in Customer Service (4430) • Level 3 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism – WorldHost™

About WorldHost

WorldHost was developed by British Columbia tourism authorities and has a 20-year history. It was used for training nearly 40,000 staff and volunteers in time for the very successful 2010 Vancouver Winter Olympics.

People 1st, with the support of VisitEngland, has developed the programme for the UK market including additional learning modules on serving customers with disabilities, service across cultures and the ambassador workshop, particularly aimed at organisations welcoming tourists to our country.

WorldHost is designed to become the national standard for customer service training at level 2 and level 3, and with the flexibility to provide solutions across a variety of industries.

For more information please go to: **www.worldhost.uk.com**

Structure

To achieve the **Level 2 Extended Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism - WorldHost™**, learners must achieve **4** credits from the mandatory units.

Unit accreditation number	Unit number	Unit title	Credit value
Mandatory			
T/600/1059	201	Principles of customer service in hospitality, leisure, travel and tourism	1
Y/503/0110	202	Cultural awareness	1
M/600/9208	203	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	1
D/503/0111	204	The role of a customer service representative in welcoming tourists and visitors to their destination	1

To achieve the **Level 2 Award in Cultural Awareness for Customer Services in Hospitality, Leisure, Travel and Tourism – WorldHost™**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	Credit value
Mandatory			
Y/503/0110	202	Cultural awareness	1

To achieve the L**evel 2 Award in Meeting Requirements for Customers with Specific Needs in Hospitality, Leisure, Travel and Tourism – WorldHost™**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	Credit value
Mandatory			
M/600/9208	203	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	1

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To achieve the **Level 2 Award in Welcoming Tourists and Visitors to their Destination in Hospitality, Leisure, Travel and Tourism – WorldHost™**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	Credit value
Mandatory			
D/503/0111	204	The role of a customer service representative in welcoming tourists and visitors to their destination	1

To achieve the **Level 2 Award in Principles of Customer Services in Hospitality, Leisure, Travel and Tourism – WorldHost™**, learners must achieve **1** credit from the mandatory unit.

Unit accreditation number	Unit number	Unit title	Credit value
Mandatory			
T/600/1059	201	Principles of customer service in hospitality, leisure, travel and tourism	1

To achieve the **Level 3 Award in Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism – WorldHost™**, learners must achieve **2** credits from the mandatory unit.

Unit accreditation number	Unit number	Unit title	Credit value
Mandatory			
L/600/1066	301	Principles of supervising customer service performance in hospitality, leisure, travel and tourism	2

2   Centre requirements

Approval

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.

Centres must also meet all the requirements as specified in the WorldHost™ training packs, course and delivery information.

Resource requirements

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 credible experience of providing training.

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

Staff delivering this qualification must also meet the WorldHost™ requirements. There are a number of options for delivering the qualification:

Option 1 – Licensed Trainer
Individuals can attend an open course delivered by an independent WorldHost™ licensed trainer.

Option 2 – In-company Training
One of WorldHost™'s qualified trainers can deliver the WorldHost™ course within your business for up to 20 delegates.

Option 3 – Train the Facilitator
A business or organisation can arrange for its own trainers to attend the Train the Facilitator programme. Once licensed they can deliver the WorldHost™ programme and can purchase participant workbooks, pins and certificates from People 1st.

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.

Candidate entry requirements

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

Age restrictions

There is no age restriction for this qualification unless this is a legal requirement of the process or the environment.

3   Delivering the qualification

Support materials

The following resources are available for this qualification:

Description	How to access
WorldHost™ training pack	**www.worldhost.uk.com**

Developed by the Province of British Columbia, WorldHost has been adapted by People 1st for the UK market, with the support of leading employers and training providers, and includes additional learning modules on serving customers with disabilities, service across cultures and the ambassador workshop, particularly designed for volunteers assisting visitors to our country.

The WorldHost programme is modern and energetic offering a comprehensive training toolkit and topical DVD and CD scenarios. It can be used across a wide variety of industries where the quality of front-line customer service is key to the success of the business.

To find out how WorldHost can support your business in meeting your customers' expectations, contact **worldhost@people1st.co.uk** or visit **worldhost.uk.com.**

WorldHost comprises a dynamic series of four customer service programmes. Developed specifically for the UK, they can lead to a level two customer service qualification.

You can choose some or all of the programmes:
- The Principles of Customer Service: Full day
- Ambassador Workshop: Half day
- Customers with Disabilities: Half day
- Service Across Cultures: Half day
- Principles of Supervising Customer Service Performance: Full day

Each programme comes with an excellent training toolkit full of energetic activities, engaging DVD and CD scenarios, PowerPoint presentations and a host of trainer guidance.

4   Assessment

Candidates must:
- Complete the World Host training course

5 Units

Availability of units

The following units can be found on The Register of Regulated Qualifications: **http://register.ofqual.gov.uk/Unit**

Structure of units

These units each have the following:
* City & Guilds unit number
* Title
* Unit Accreditation Number (UAN)
* Level
* Credit value
* Recommended Guided Learning Hours (GLH)
* Endorsement by a sector or regulatory body
* Aims
* Learning outcomes which are comprised of a number of assessment criteria
* Range (where applicable)
* Guidance (where applicable)

Summary of units

Unit number	Unit title	Credits	QCF unit number (UAN)
201	Principles of customer service in hospitality, leisure, travel and tourism	1	T/600/1059
202	Cultural awareness	1	Y/503/0110
203	Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs	1	M/600/9208
204	The role of a customer service representative in welcoming tourists and visitors to their destination	1	D/503/0111
301	Principles of supervising customer service performance in hospitality, leisure, travel and tourism	2	L/600/1066

Unit 201 Principles of customer service in hospitality, leisure, travel and tourism

UAN:	T/600/1059
Level:	2
Credit value:	1
GLH:	10
Endorsement by a sector or regulatory body:	This unit is endorsed by People 1st
Aim:	To meet the requirements of the Hospitality, Leisure, Travel and Tourism sector in providing staff who engage with internal and external customers with introductory knowledge in customer service.

Learning outcome	The learner will:
1. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries	

Assessment criteria
The learner can:
1.1 describe the role of the organisation in relation to customer service
1.2 identify the characteristics and benefits of excellent customer service
1.3 give examples of internal and external customers in the industries
1.4 describe the importance of product knowledge and sales to organisational success
1.5 describe the importance of organisational procedures for customer service.

Learning outcome	The learner will:
2. Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries	

Assessment criteria
The learner can:
2.1 identify the benefits of excellent customer service for the individual
2.2 describe the importance of positive attitude, behaviour and motivation in providing excellent customer service
2.3 describe the importance of personal presentation within the industries
2.4 explain the importance of using appropriate types of communication

| 2.5 | describe the importance of effective listening skills. |

Learning outcome	The learner will:
3. Understand the importance of customers' needs and expectations in the hospitality, leisure, travel and tourism industries	
Assessment criteria	
The learner can: 3.1 identify what is meant by customer needs and expectations in the industries 3.2 identify the importance of anticipating and responding to varying customers' needs and expectations 3.3 describe the factors that influence the customers' choice of products and services 3.4 describe the importance of meeting and exceeding customer expectations 3.5 describe the importance of dealing with complaints in a positive manner 3.6 explain the importance of complaint handling procedures.	

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Unit 202　　　　　Cultural awareness

UAN:	Y/503/0110
Level:	2
Credit value:	1
GLH:	8
Endorsement by a sector or regulatory body:	This unit is endorsed by People 1st
Aim:	The unit provides an introduction to cultural awareness and how to communicate with diverse people from different cultures.

Learning outcome	The learner will:
1. Understand what is meant by 'culture'	
Assessment criteria	
The learner can: 1.1 explain the term 'culture' 1.2 explain the differences between 'discrimination', 'prejudice' and 'stereotyping' 1.3 give examples of 'stereotyping' 1.4 give examples of different types of cultures in the local community 1.5 state how cultural diversity can contribute positively to the local and national economy.	

Learning outcome	The learner will:
2. Understand the importance of effective communication with people from different cultures	
Assessment criteria	
The learner can: 2.1 explain the importance of positive attitude and behaviour when communicating with people from different cultures 2.2 state the barriers to effective communication with people from different cultures.	

Learning outcome	The learner will:
3. Know how to communicate with people from different cultures	
Assessment criteria	
The learner can: 3.1 identify appropriate skills and techniques to communicate effectively with people from different cultures 3.2 describe how to use effective listening skills.	

Unit 203   Meet the requirements of customers in the hospitality, leisure, travel and tourism industry with specific needs

UAN:	**M/600/9208**
Level:	2
Credit value:	1
GLH:	10
Endorsement by a sector or regulatory body:	This unit is endorsed by People 1st
Aim:	This unit covers the knowledge around meeting the requirements of customers with specific needs in regards to accessible service and effective communication.

Learning outcome	The learner will:
1. Understand the need to provide an accessible service	
Assessment criteria	

The learner can:
1.1 identify reasons for providing high service standards to disabled people
1.2 identify the benefits of an accessible service
1.3 describe key points of legislation related to providing a service for disabled people
1.4 describe ways to proactively meet the needs of disabled customers
1.5 explain how to plan improvements in services and accessibility.

Learning outcome	The learner will:
2. Know how to communicate effectively with customers with specific needs	
Assessment criteria	

The learner can:
2.1 describe the importance of effective communication
2.2 give examples of ways to communicate with a range of customers with specific needs
2.3 give examples of ways to gain feedback from customers with specific needs.

Unit 204	The role of a customer service representative in welcoming tourists and visitors to their destination

UAN:	D/503/0111
Level:	2
Credit value:	1
GLH:	9
Relationship to NOS:	This unit is linked to People 1st Travel & Tourism national occupational standards 2009 • TT 08 Research travel and destination information • TT 09 Assist with travel and tourism problems and emergencies • TT14 Identify and provide tourism-related information and advice • TT44 Source goods and services for visitors • TT49 Build and maintain face-to-face relationships with customers
Endorsement by a sector or regulatory body:	This unit is endorsed by People 1st
Aim:	The unit provides an introduction to welcoming tourists/visitors (regardless of their gender, race, culture, age, religion, ability or sexual orientation) to their destination and a basic understanding of the importance of the tourism industry in the destination.

Learning outcome	The learner will:
1. Understand the importance of welcoming tourists/visitors to a destination	
Assessment criteria	
The learner can: 1.1 explain the importance of positive attitude and behaviour in providing a warm welcome to tourists/visitors to create a lasting impression 1.2 outline different communication skills/techniques used to welcome tourists/visitors to the destination.	

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Learning outcome	The learner will:
2. Know the customers of a tourist/visitor destination	

Assessment criteria
The learner can: 2.1 identify the types of tourists/visitors that come to the destination 2.2 describe how tourist/visitor needs may differ 2.3 explain the importance of responding to tourists/visitors differently, according to their different needs.

Learning outcome	The learner will:
3. Know what is available at a tourist/visitor destination	

Assessment criteria
The learner can: 3.1 identify different sources of information about a destination 3.2 identify the products/local businesses/ events and places of interest available in a destination 3.3 outline the services available to a tourist/visitor at the destination 3.4 state the resources available to support the tourist/visitor at a destination.

Learning outcome	The learner will:
4. Understand the role of a customer service representative at a tourist/visitor destination	

Assessment criteria
The learner can: 4.1 describe the qualities of a tourist/visitor customer service representative 4.2 describe the role of a tourist/visitor customer service representative 4.3 describe the resources in the destination 4.4 explain the importance of the tourism industry in the destination 4.5 state the importance of positive attitude and behaviour in providing excellent customer service.

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Unit 301　Principles of supervising customer service performance in hospitality, leisure, travel and tourism

UAN:	L/600/1066
Level:	3
Credit value:	2
GLH:	20
Relationship to NOS:	This unit is linked to People 1st Travel & Tourism national occupational standards 2009 • TT 08 Research travel and destination information • TT 09 Assist with travel and tourism problems and emergencies • TT14 Identify and provide tourism-related information and advice • TT44 Source goods and services for visitors • TT49 Build and maintain face-to-face relationships with customers
Endorsement by a sector or regulatory body:	This unit is endorsed by People 1st
Aim:	This unit will provide in-depth knowledge of how to manage customer service performance in the sector. The unit will be appropriate for supervisory and management staff to enable them to support their staff in providing excellent customer service in the workplace.

Learning outcome	The learner will:
1. Understand how to develop a customer service culture within their business	
Assessment criteria	
The learner can: 1.1 describe the role of the supervisor in leading by example when delivering excellent customer service 1.2 explain the impact of customer service on the performance of the business 1.3 explain the relationship between delivering customer service and selling services	

1.4 identify and apply good practice techniques to monitor the delivery of customer service against organisational standards.

Guidance

1.1

The supervisor should demonstrate to the individual how to deliver excellent customer service by example through:

- professionalism
- behaviour
- working according to organisation procedures
- listening skills
- body language
- assertiveness
- appropriate use of language
- use of eye contact
- communication skills/questioning techniques
- personal presentation
- motivating
- leadership
- support.

1.2

Benefits of excellent customer service:

- increased sales
- fewer complaints
- new customers
- numbers of compliments
- repeat business/brand loyalty
- reduced staff turnover
- referred business
- increased market share
- job satisfaction and staff motivation.

Poor customer service can result in a loss of business and a reputation for poor service can be difficult to change.

1.3

Customers buy from people not organisations. A customer service deliverer who is knowledgeable about the product, presentable and professional, friendly and eager-to-please will build rapport with the customer and can have a direct impact on:

- number of sales
- upselling and cross selling
- repeat business
- enhancing organisation's reputation.

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1.4

Organisational standards as set out in the organisation's service offer or customer charter relating to providing service to meet customer needs and expectations and procedures for dealing with problems and complaints.

Techniques for monitoring customer service include:

- use of performance indicators
- analysis of customer feedback
- analysis of complaint log
- Investors In People (IIP)
- use of mystery shopper/diner etc.
- reviewing standards
- review of reputation / press coverage.

Learning outcome	The learner will:
2. Understand how to build teams and motivate colleagues through techniques such as on-site coaching	

Assessment criteria

The learner can:

2.1 analyse how effective teams can be developed to deliver excellent customer service

2.2 explain the importance of staff development in ensuring that excellent customer service is delivered

2.3 describe the role of the supervisor in developing teams

2.4 describe how training and coaching sessions can be implemented to improve the delivery of customer service

2.5 describe the importance of providing feedback to staff

2.6 apply appropriate methods to deliver feedback to staff.

Guidance

2.1

In analysing the development of an effective team, the learner will need to address:

- individual team roles (Belbin)
- the team dynamics
- good working relationships
- communication and interpersonal skills required
- monitoring against service standards
- support and feedback on performance
- personal development of self and team members.

An effective team is one that works well together to achieve team objectives. The supervisor should develop good working relationship amongst team members by:

- co-operation and understanding of other's feelings
- courtesy and respect
- admitting blame when due

- encouraging a non-blame, non-critical culture
- building of loyalty
- giving praise where it is due
- understanding why some decisions have been made even when they don't agree with them
- learning to listen and to think before speaking
- empathising with the views of the others even if they oppose own views
- communicating the goals of the team and working with them to achieve them.

2.2

Achieving excellent customer service depends on the skills and knowledge of the staff who provide it.

Development may be:
- product knowledge
- communication and interpersonal skills
- use of equipment
- knowledge of company procedures
- knowledge of legislative requirements.

To be effective, organisations constantly need to review how effective their customer service is and what improvements should be made. Sometimes improvements will depend on the development of staff skills.

New staff must be developed to the required standards, establishing the staff need to be updated on new procedures and techniques or refreshed on existing ones. Senior staff have an important contribution to make to this process.

2.3

To be competent in planning and organising the development of customer service staff the learner needs to know and understand:
- the importance of continuously developing staff that provide customer service
- how to monitor and assess performance, eg observation, psychometric testing, training needs analysis (TNA), feedback, questioning
- current objectives and targets that relate to customer service in area of responsibility
- how to identify when development and training could improve customer service performance
- the range of types and styles of development and training and how to select those that are appropriate to customer service, organisation, and specific training and development needs
- that individuals have different learning styles and some development techniques will suit some and not others
- why it is important to have an input into the design and delivery of customer service development and training

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- how to help staff to put into practice what they have learned
- how to assess the impact that development and training has had on customer service performance
- the types of additional support that could be provide to staff following development and training.

2.4
- Shadowing will improve customer service delivery by observation of best practice by an experienced member of staff/expert.
- Mentoring – another individual providing one-to-one support, feedback and evaluation of performance.
- Coaching/training– using customer service improvement techniques.
- Classroom – training members of staff in a specific environment on specific subjects; particularly useful for development of knowledge (procedures, legislation, etc.).
- Roleplay can be used to simulate situations and improve interpersonal skills.

2.5
Individuals like to receive feedback – thanks for a job well done, recognition of good practice or jobs completed accurately and on time. Both positive and negative feedback assist in personal development and growth. In order to build an effective team, the supervisor should feedback to staff about their performance.

Feedback can:
- motivate staff
- identify weaknesses or training needs
- aid in target setting
- aid development of the team.

2.6
Feedback may be:
- formal or informal
- positive or negative.

Informal feedback is appropriate when a supervisor wants to congratulate a staff member on good work or to encourage an improvement when they view work being carried out.

Formal feedback is recorded and takes place in private. Formal feedback may be:
- appraisal
- performance review
- disciplinary.

A suitable time and place should be agreed. When carrying out performance review, it is preferable to begin with the positive, seeking agreement on how to address the negatives.

Learning outcome	The learner will:
3. Understand how to effectively monitor and communicate levels of customer service performance	
Assessment criteria	
The learner can:	
3.1 analyse the importance of developing and implementing clear customer service standards	
3.2 describe appropriate ways in which supervisors can monitor and measure the performance of team members	
3.3 describe appropriate corrective actions that can be taken to resolve failures in the delivery of customer service	
3.4 explain how performance against customer service standards can be recorded and communicated	
3.5 identify ways in which measurement of the effectiveness of customer service can be used to improve future performance.	

Guidance
3.1
The service offer, also known as a customer charter, sets the basis on which the organisation will provide a service to its customers. Customers will know this is what they can expect while organisations know what they must deliver.
Service standards relate to:
• level of service during and after sale
• procedures for complaints
• complying with industry codes of practice and legislation.
In implementing service standards there will be:
• standardisation of operation across the organisation
• consistency in the level of service provided
• organisational procedures allowing staff to ensure that a specific job or task is completed in a set way to achieve the same outcome and level of service.
• transparency of service and provision.
3.2
Supervisors need to monitor the team's performance against the service standards to:
• ensure standards are being met before, during and after sale
• identify staff training needs
• provide feedback to management on performance
• identify procedural areas for improvement.
Methods to monitor and measure performance include:
• benchmarking
• KPIs
• appraisal / performance review
• customer feedback

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- observation
- mystery shopper
- self-assessment and target-setting
- SWOT analysis.

The supervisor will also be able to measure the how good the team's customer service is through ideas and indicators, eg correct identification of customer needs, quality and quantity of information provided, timing of services and information provision, appearance of environment, responsive, proactive.

3.3
When things go wrong, the supervisor will need to address the following areas:
- staff
- customer
- procedures.

Supervisors need to:
- investigate what went wrong
- identify failures and causes
- apologise/resolve customer problem
- review procedures
- consider disciplinary/ warning
- feedback to staff
- consider development and training of staff.

3.4
Methods for recording performance include:
- progress reporting
- performance review
- analysis of records or feedback.

Methods for communicating performance include:
- verbally – in team meetings or one-to-ones.
- in writing – reports, memos, emails, target scoreboard.

3.5
Measurement of the effectiveness of customer service can be via analysis of:
- customer feedback
- complaints
- records, such as sales.

Such analysis may:
- identify areas for improvement
- identify areas of good practice
- indicate a review policies/procedures/customer charter

- identify training needs
- re-evaluate customer needs/expectations
- implement initiatives.

Organisations need to constantly aim to maintain and improve the level of service offered to customers in order to maintain and increase custom and stay ahead of competition and it is only through regular monitoring and review of the service that they are able to do so.

Appendix 1   Relationships to other qualifications

Links to other qualifications

Mapping is provided as guidance and suggests areas of commonality between the qualifications. It does not imply that candidates completing units in one qualification have automatically covered all of the content of another.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

This qualification has connections to the:
- Level 2/3 Certificate in Customer Service (4417)
- Level 1/2 NVQ/SVQ in Customer Service (4543)
- Level 2 Certificate in Customer Service (4417)
- City & Guilds suite of Hospitality, Leisure, Travel and Tourism qualifications

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:
- Functional Skills (England) – see **www.cityandguilds.com/functionalskills**
- Essential Skills (Northern Ireland) – see **www.cityandguilds.com/essentialskillsni**
- Essential Skills Wales – see **www.cityandguilds.com/esw**

Appendix 2   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.

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**
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