

|  |
| --- |
| Insurance Professional (7414-14) |

**Version 1.1 December 2019**

|  |  |  |
| --- | --- | --- |
| Version and date | Change detail | Section |
| Version 1.1 December 2019 | Guidance on using forms | 1 Introduction |
|  | End-point Assessment – Holistic Assessment Recording Form updated | Forms |
|  |  |  |

Contents

1 Introduction 4

What is in this document 4

How to use forms 4

End-point Assessment: Gateway Declaration form 5

Level 4 Insurance Professional 704/754: Declaration of authentication- Holistic Assessment 8

Assessment 704/754: Holistic Assessment Evidence Reference Form 9

1. Introduction

### What is in this document

Recording forms are to be used by centres/ End-point Assessment customers/

Employers

* Gateway Declaration form
* Declaration of authentication - Holistic Assessment
* Holistic Assessment Evidence Reference form
* Training Provider Preparation form

This document must be used alongside the End-point **Assessment Pack for Centres/ End-point Assessment Customers/Employers.**

### How to use forms

Centres / End-point assessment customers / Employers must use the forms provided by City & Guilds in the format laid out in this document.

**Gateway Declaration form**

This must be completed with the apprentice, training provider and employer as a declaration that the portfolio is the sole work of the apprentice.

**Holistic Assessment Reference form**

This must be completed by the training provider. For the ‘evidence type’ column you should record if it was for example, a witness statement, report, feedback, etc. For the ‘evidence reference’ column you should indicate the evidence reference number.

**Note: The evidence reference form must to be uploaded to the EPA Portal as a word processing document.**

Please do not use the areas allocated for IEPA use only.

**Training Provider Preparation Form**

This form is to record any areas for further exploration; questions to be asked; themes to be explored in further depth identified when reviewing other evidence/assessments in advance of the reflective discussion.

End-point Assessment: Gateway Declaration form

Please complete this form to confirm that all parties are satisfied that the apprentice has met the gateway requirements and can be put forward for end-point assessment (EPA) with City & Guilds. Customers should submit the completed form to us through the EPA portal. Please refer to the [Manual for the End-point Assessment Service](https://www.cityandguilds.com/~/media/cityandguilds-site/documents/apprenticeships/manual-for-the-end-point-assessment-service%20pdf.ashx) for details, including timeframes.

|  |  |  |  |
| --- | --- | --- | --- |
| Apprenticeship Standard | I PrLevel 4 Insurance Professional ssional | Start date |  |
| **Apprentice**  **name** |  | **Enrolment**  **number** |  |

|  |  |
| --- | --- |
| **Entry Requirement** | **Achieved (Yes/No)** |
| Chartered Insurance Institute (CII) Diploma  **Or**  Chartered Institute of Loss Adjusters (CILA) Diploma |  |
| Level 2 qualification (or equivalent) in Maths and English |  |

Providers must submit evidence of achievement to us for each gateway requirement. It is the provider’s responsibility to keep auditable evidence of these requirements. Without appropriate evidence, we will not be able to complete your booking or carry out the EPA. Customers may still be charged.

|  |  |  |
| --- | --- | --- |
| **Any previous EPA End-Point Assessments** | | |
| Has the apprentice taken any assessments as part of the EPA for this apprenticeship standard with any other EPA organisation? | | Yes/No |
| **If yes** | | |
| Which EPA organisation was this? |  | |
| What was the date(s) of the EPA? |  | |
| What grade(s) was issued, eg fail/pass/merit/distinction? |  | |

**Please note: For the below declarations e-signatures are permitted**

**Employer and provider declaration:**

I confirm that the gateway meeting has been carried out to confirm that the apprentice:

Has achieved all EPA gateway requirements as listed above and has the knowledge, skills and behaviours required by the apprenticeship standard and is eligible for EPA.

Has been employed throughout their apprenticeship.

Will have completed a minimum of 12 months and 1 day on-programme before the first EPA event with City & Guilds.

If applicable, where evidence must be submitted to support an element of the EPA;

has submitted evidence that has been collated under conditions designed to ensure the authenticity of the Apprentice’s work, and I am satisfied that, to the best of my knowledge, the work submitted is solely that of the named apprentice.

|  |  |  |  |
| --- | --- | --- | --- |
| **Employer** | Signature | **Date** | DD/MM/YYYY |
| **Training Provider (if appropriate)** | Signature | **Date** | DD/MM/YYYY |

**Apprentice declaration:**

* I confirm that I have gone through a gateway process to check that I am eligible for EPA.
* I give City & Guilds permission to:
* apply to the ESFA and the Institute for Apprenticeships for the apprenticeship certificate on my behalf when I complete EPA.
* contact me via the email address given below in communication regarding my end-point assessment.

If applicable, where evidence must be submitted to support an element of the EPA:

* I confirm that all work submitted is my own, and that I have acknowledged any sources used.

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature | **Date** | DD/MM/YYYY |
| **Apprentice Email** | Email address | | |

Providers should submit the completed form to us through the EPA portal. Please refer to the [Manual for the End-Point Assessment Service](https://www.cityandguilds.com/~/media/cityandguilds-site/documents/apprenticeships/manual-for-the-end-point-assessment-service%20pdf.ashx) for details, including timeframes.

Level 4 Insurance Professional  
704/754: Declaration of authentication- Holistic Assessment

The form must be completed as appropriate and submitted to City & Guilds with the apprentice’s evidence for End-point Assessment.

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice |  | Enrolment  number |  |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** |  | **Date** |  |

**Line manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** |  | **Date** |  |

**Training Provider declaration:**

**I confirm that the evidenced presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Provider** |  | **Assessment Date** |  |

Assessment 704/754: Holistic Assessment Evidence Reference Form

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Grading Criteria** | | | | | | | |
|  | | **Pass** | **Distinction** | **Evidence type**  **Training Provider only** | **Evidence reference**  **Training Provider only** | **Evidence provided in**  **IEPA only** | **Grade**  **IEPA only** |
| **Standard reference** | | | |
| **Knowledge**  **1.1 Insurance market**  A comprehensive understanding of the insurance market and the available products and services. | | | | | | | |
|  | **The apprentice can:** | |  | | | | |
| **1.1.1** | Explain how the insurance market is structured and operates. | | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.1.2** | Describe the roles and key activities of the various parties involved and how they interact. | | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.1.3** | Describe the main products and services commonly available in the insurance market and explain how they are applied. | | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.2 Risk and Regulatory**  A comprehensive understanding of the Financial Services legal and regulatory framework and organisational policies and procedures to ensure compliance. Demonstrates an understanding of how a range of situations may be affected by legal and insurance principles. | | | | | | | |
|  | | **The apprentice can:** |  | | | | |
| **1.2.1** | | Explain the key legal and insurance principles and how they apply in the role. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.2.2** | | Explain how the insurance principles have been affected and modified by legislation. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.2.3** | | Explain the roles and responsibilities of the regulators of the financial services industry. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.2.4** | | Evaluate how the organisation ensures compliance through their policies and procedures. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.2.5** | | Explain the consequences of non-compliance for yourself, the organisation and the customer. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.3 Clients and Colleagues**  An understanding of the importance of being proactive in developing the relationships and networks required to be successful in the role, whilst achieving business objectives and ensuring that client needs are met. | | | | | | | |
|  | | **The apprentice can:** |  | | | | |
| **1.3.1** | | Describe the benefits of being proactive in developing relationships and networks. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.3.2** | | Explain the importance of relationships and networks in supporting the achievement of business objectives. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.3.3** | | Analyse the impact of own actions in ensuring that client needs are met. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.4 Processes and Procedures**  A clear understanding of the processes and procedures relevant to the technical requirements of the role and their impact on the wider organisation and industry. | | | | | | | |
|  | | **The apprentice can:** |  | | | | |
| **1.4.1** | | Identify and explain the key processes and procedures relevant to the technical requirements of the role. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.4.2** | | Analyse how organisational processes and procedures applicable to the role may impact the customer and the wider organisation. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.4.3** | | Explain how your organisation’s processes and procedures align to market procedures and agreements. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.5 Commercial awareness**  An understanding of the impact of change within the insurance market and how it affects the role and the wider organisation. Understands and can differentiate between the organisation’s short, medium and long term business objectives. | | | | | | | |
|  | | **The apprentice can:** |  | | | | |
| **1.5.1** | | Identify and evaluate on-going changes in the insurance market and how they impact the role, the customer and the wider organisation. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.5.2** | | Identify the organisation’s short, medium and long-term business objectives and explain the differences between them. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **1.5.3** | | Evaluate how the organisation’s short, medium and long-term business objectives are used to deliver successful business and customer outcomes and the internal and external factors that may impact these. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **Skills**  **2.1 Technical ability**  Ability to apply technical knowledge and experience to deliver positive outcomes to all stakeholders utilising appropriate policies and procedures.  Ability to apply legal and insurance principles, knowledge of the market structure and its processes, procedures and documentation to a range of complex situations. | | | | | | | |
|  | | **The apprentice can:** | **The apprentice consistently:** |  | | | |
| **2.1.1** | | Work in accordance with policies and procedures. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **2.1.2** | | Apply technical knowledge and experience to deliver positive outcomes for stakeholders. | Applies technical knowledge and experience effectively to exceed. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.1.3** | | Use technical knowledge and experience to proactively identify opportunities for improvement. | Uses technical knowledge and experience to make innovative recommendations for improvement which balance the needs of stakeholders, stating clearly the objectives and operational considerations. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.1.4** | | Interpret legal and insurance principles to evaluate and resolve problems and queries. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **2.1.5** | | Apply knowledge of the market structure and its processes, procedures and documentation to a range of complex situations. | Is proactive in expanding and sharing knowledge of the market structure and its processes, procedures and documentation. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.2 Relationship development**  Can proactively identify, generate and develop relationships and networks that support the role, including but not limited to internal/external/market led/professional and peer relationships. Can leverage relationships to improve the reliability of customer service based on customer feedback. Engages with and supports colleagues so that they are empowered to resolve customers’ issues within organisational guidelines. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **2.2.1** | | Proactively identify, generate and develop peer and professional relationships and networks both within and outside the organisation. | Takes responsibility for acting as a formal representative of the organisation within own organisation or the wider marketplace. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.2.2** | | Take into account different needs, expectations and personal styles when interacting with stakeholders. | Confidently explores and uses a range of behavioural styles to communicate effectively with stakeholders at all levels within and/or outside the organisation. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.2.3** | | Use relationships to deliver excellent customer service and business outcomes. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **2.2.4** | | Take action to improve the reliability of customer service based on customer feedback, gaining the help and support of others. | Works collaboratively to evaluate customer service feedback in order to identify trends in the reliability of customer service. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.2.5** | | Share knowledge and experience with colleagues to empower them to resolve customer issues in unfamiliar situations. | Actively seek opportunities to build own knowledge and experience of customer issues beyond the immediate requirements of the role and uses opportunity to share. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.2.6** | | Work effectively as a team member and proactively collaborate with stakeholders. | Engages with opportunities to participate in work outside of their day-to-day role. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.3 Ownership and initiative**  Takes ownership for delivering in their area of responsibility. Finds ways to progress and meet commitments when issues arise, being creative where appropriate. Escalates issues and decisions where necessary. Identifies and proposes business process improvements. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **2.3.1** | | Take ownership for delivering own work to required standards. | Consistently delivers work outputs which exceed the required standards of the role. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.3.2** | | Use professional judgment and experience to resolve issues where it is within authority to do so. | Acts as a referral point for others taking ownership of ensuring issues are resolved. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.3.3** | | Identify and escalate issues and decisions where necessary, in accordance with organisational policies and procedures. | Proposes solutions which meet organisational policies and procedures when identifying and escalating issues and decisions. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.3.4** | | Overcome barriers to progress and meet commitments. | Anticipates barriers and suggesting solutions to overcome them. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.3.5** | | Identify and propose process improvements. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **2.4 Governance**  Applies legal and regulatory requirements to work compliantly, whilst promoting a culture of Treating Customers Fairly. Assesses whether organisational processes and procedures and those that follow them are compliant with legal and regulatory requirements. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **2.4.1** | | Apply legal and regulatory requirements to work compliantly. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **2.4.2** | | Promote a culture of treating customers fairly in self and others. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **2.4.3** | | Identify instances of potential non-compliance and takes appropriate action in accordance with organisational requirements. | Makes suggestions designed to prevent the repeat of instances of potential non-compliance. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.4.4** | | Highlight changes in legal and regulatory requirements and their potential impact on organisational processes and procedures. | Makes suggestions for changes to processes and procedures for the organisation in response to changes in legal and regulatory requirements. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **2.5 Advice and support**  Provides technical advice and support to others on complex insurance matters. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **2.5.1** | | Use technical knowledge and experience to provide advice and support to others on complex insurance matters. | Is pro-active in developing and sharing technical knowledge and experience beyond the immediate requirements of the role. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **Behaviour**  **3.1 Drive to excel**  An understanding of own and company performance measures and the application of this knowledge to contribute positively to key business objectives. Shares own knowledge and experience to support others to achieve personal and business objectives. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **3.1.1** | | Evaluate self against own and company performance measures to contribute positively to key business objectives. | Setting and evaluating personal targets to exceed company performance measures in a drive to excel in role. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.1.2** | | Use knowledge and experience of more challenging situations to advise and coach others in achieving personal and business objectives. | Pro-actively seeks to enhance own understanding of how to deal with new and more challenging situations and shares this information for the benefit of others. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.2 Communication**  Adapts communication and resources to take account of the target audience including less experienced colleagues. Presents information accurately and effectively using more complex communication methods such as reports and presentations. Communicates using the necessary technical language but articulates this in a way that others can understand. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **3.2.1** | | Adapt communication method, style and approach to take account of the needs and understanding of the target audience. | Embraces the use of a wide range of communication methods, styles and approaches to meet the needs of different people. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.2.2** | | Present information accurately and effectively using a range of communication methods, including advanced methods such as reports and presentations. | Acts as a referral and guidance point for others in ensuring that communication is accurate and effective. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.2.3** | | Convey technical information effectively and in a way that others can understand. | Looks for engaging ways to present technical information to target audience which enhances their understanding of the subject matter. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.3 Personal Accountability**  Acts using own initiative to accomplish objectives and seeks alternatives when barriers arise. Tenacious in finding the best solutions, demonstrating commitment to the role and the Insurance Industry. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **3.3.1** | | Use initiative to accomplish objectives, identifying and utilising alternative approaches to overcome barriers. | Pro-actively supports the delivery of tasks beyond own role. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.3.2** | | Demonstrate tenacity in finding the best solutions for stakeholders. | No distinction differentiator. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass |
| **3.3.3** | | Demonstrates enthusiasm and commitment to delivering the required outcomes of the role and showcases a positive image of the insurance industry. | Exceeds the required outcomes of the and proactively promotes the insurance industry. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.4 Innovation**  Proactively able to challenge the status quo by considering the feasibility of suggested ideas and improvement considering the impact they may have on business objectives. | | | | | | | |
|  | | **The apprentice can:** | **The consistently apprentice:** |  | | | |
| **3.4.1** | | Constructively challenge and question the status quo in achieving business objectives. | Considers challenges and makes effective contributions to work concerning process improvements. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.4.2** | | Demonstrate innovation in suggesting ideas and improvements, having evaluated their feasibility and impact on business objectives. | Demonstrating innovation in own team and the wider organisation. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.5 Professionalism**  Truthful, sincere in their actions (even when not the easiest) and demonstrates Utmost Good Faith. Demonstrates role model behaviour in approach to colleagues, clients and partners. | | | | | | | |
|  | | **The apprentice can:** | **The apprentice consistently:** |  | | | |
| **3.5.1** | | Consistently act in a professional, principled and ethical manner, including when interacting with stakeholders. | Acts as a role model for professional, principled and ethical behaviour and promoting these values in others. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |
| **3.5.2** | | Take responsibility and is accountable for own actions. | Supports others by taking responsibility for resolving issues that arise whether or not caused by own actions. |  |  | 🞎 Portfolio  🞎 Reflective discussion | 🞎 Fail  🞎 Pass  🞎 Distinction |

**Training Provider Preparation Form**

This form is to record any areas for further exploration; questions to be asked; themes to be explored in further depth identified when reviewing other evidence/assessments in advance of the reflective discussion.

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Name | **Enrolment number** | DD/MM/YY |
| **Training Provider** | Name & Signature | **Assessment Date** | DD/MM/YY |

|  |  |  |
| --- | --- | --- |
| **Standard reference** | **Themes to explore** | **Questions to ask** |
|  |  |  |

Useful contacts

|  |  |
| --- | --- |
| Centres  Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results | E: centresupport@cityandguilds.com |
| Learners  General qualification information | E: learnersupport@cityandguilds.com |
| Other contacts  For other contacts visit the Contact Us page of our website | W: www.cityandguilds.com/help/contact-us |

About City & Guilds

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

City & Guilds Group

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

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

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

The Standard Copying Conditions (see the City & Guilds website) also apply.

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

Published by City & Guilds, a registered charity established to promote education and training

**City & Guilds**

**5-6 Giltspur Street**

**London EC1A 9DE**

**www.cityandguilds.com**