

# Level 3 Diploma in Craft Skills for Creative Industries (7168-01)

January 2014 Version 1.2



## Qualification at a glance

<b>Subject area</b>	<b>Craft Apprenticeship</b>
<b>City &amp; Guilds number</b>	7168
<b>Age group approved</b>	16+
<b>Entry requirements</b>	None
<b>Assessment</b>	Portfolio
<b>Fast track</b>	N/A
<b>Support materials</b>	Qualification handbook
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>City &amp; Guilds number</b>	<b>Accreditation number</b>
Level 3 Diploma in Craft Skills for Creative Industries	7168-01	601/2064/2
Level 4 Award in Pricing Craftwork to Secure Sales	7168-02	601/2080/0
Level 4 Award in Selling Craft	7168-02	601/2081/2
Level 4 Award in Using Digital Technologies for Craft	7168-02	601/2078/2
Level 4 Award in Using Copyright Law to Protect Creativity and Innovation in Craft	7168-02	601/2079/4

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
1.2 Jan 2014	Amendment to wording of 'Who are the qualifications for?'	Introduction Page 4
1.1 Jan 2014	Minor text amends - Amended wording 'craft work' to 'craftwork' in a number of units.	Units



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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>It is for learners who work or want to work in Creative Industries. This qualification is generic and can be adapted to meet any Craft Industry.</p> <p>Learners are likely to hold a Level 2 foundation qualification and/or previous practical experience. A level two vocationally specific qualifications or equivalent experience is a recommended entry requirement.</p>
What does the qualification cover?	<p>This qualification covers craft skills - materials, design and making, as well as support areas such as marketing, business, administration and customer care.</p> <p>The definition of Craft is broad and ranges from practice which is innovative and experimental, both in terms of its vision and manufacture, to traditional craft that supports and continues our cultural heritage. It covers a spread of material disciplines, from textiles to ceramics and from woodwork to metalwork. It covers variety of products, from small portable items to architectural structures.</p> <p>As part of the qualification learners will design, present and display craft. There is also a need to have contact with customers, so good communication skills are required.</p> <p>To work in the Craft Industry learners need to be able to manage their time effectively, enjoy problem solving as they are working, and have a high level of attention to detail.</p>
Is the qualification part of a framework or initiative?	The Level 3 Diploma forms part of the in Craft Skills for Creative Industries apprenticeship offer.
What opportunities for progression are there?	The qualification allows learners to progress into employment in their specific Craft Industry or onto Higher Education.

## Structure

To achieve the **Level 3 Diploma in Craft Skills for Creative Industries** learners must achieve a minimum of **92** credits overall.

- 56 credits from the mandatory units (301 – 306)
- **Plus** a minimum of 18 credits from the optional units in group A (201, 307 – 311)
- **Plus** a minimum of 18 credits from the optional units in group B (312, 401 – 405)

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	GLH	Unit Level
<b>Mandatory</b>					
L/505/8082	301	Select and use techniques, materials, tools and equipment for craft	13	90	3
R/505/8083	302	Use safe working practices and spaces for craft	6	40	3
Y/505/8084	303	Complete the craft making process	14	100	3
H/505/8086	304	Manage time for craft work and practice	8	40	3
K/505/8087	305	Contribute to the design process for craft	10	78	3
M/505/8088	306	Keep up to date with the craft sector	5	40	3
<b>Optional Unit Group A</b>					
T/505/8089	201	Obtain feedback from others to inform work and work practice in craft	4	30	2
D/505/8104	307	Present and display craft	10	65	3
M/505/8091	308	Assist with ideas for craft work and work practice	10	50	3
T/505/8092	309	Communicate effectively in craft	9	60	3
A/505/8093	310	Work effectively with others in craft	8	40	3
F/505/8094	311	Promote and represent craft	5	35	3
<b>Optional Unit Group B</b>					
J/505/8095	312	Carry out basic financial transactions for craft	8	55	3
L/505/8096	401	Develop and maintain professional relationships in craft	10	35	4
R/505/8097	402	Price craftwork to secure sales	12	55	4
Y/505/8098	403	Sell craft	11	55	4
K/505/8090	404	Use digital technologies for craftwork	12	55	4

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	GLH	Unit Level
D/505/8099	405	Use copyright law to protect creativity and innovation in craft	10	45	4

To achieve the **Level 4 Award in Pricing Craftwork to Secure Sales** learners must achieve 12 credits overall.

- 12 credits from mandatory unit 402

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	GLH	Unit Level
<b>Mandatory</b>					
R/505/8097	402	Price craftwork to secure sales	12	55	4

To achieve the **Level 4 Award in Selling Craft** learners must achieve 11 credits overall.

- 11 credits from mandatory unit 403

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	GLH	Unit Level
<b>Mandatory</b>					
Y/505/8098	403	Sell craft	11	55	4

To achieve the **Level 4 Award in Using Digital Technologies for Craft** learners must achieve 12 credits overall.

- 12 credits from mandatory unit 404

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Credit value</b>	<b>GLH</b>	<b>Unit Level</b>
<b>Mandatory</b>					
K/505/8090	404	Use digital technologies for craft	12	55	4

To achieve the **Level 4 Award in Using Copyright law to Protect Creativity and Innovation in Craft** learners must achieve 10 credits overall.

- 10 credits from mandatory unit 405

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Credit value</b>	<b>GLH</b>	<b>Unit Level</b>
<b>Mandatory</b>					
D/505/8099	405	Use copyright law to protect creativity and innovation in craft	10	45	4



## 2 Centre requirements

### Approval

There is no fast track approval for this qualification, existing centres who wish to offer this qualification must use the **standard** Qualification Approval Process.

To offer these qualifications, 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 qualifications before designing a course programme.

### Resource requirements

#### Centre staffing

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

- be occupationally competent or technically knowledgeable in the areas 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 the qualifications.

#### 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 these qualifications. However, centres must ensure that learners have the potential and opportunity to gain the qualifications successfully.

As part of the assessment for these qualifications, learners must have access to a work placement.

## **Age restrictions**

City & Guilds cannot accept any registrations for learners under 16 as this these qualifications are 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 qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

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



## 4 Assessment

Candidates must:

- have a completed portfolio of evidence for each unit

### **Time constraints**

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

- Candidates must finish their assessment within their period of registration

### **Recognition of prior learning (RPL)**

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification. RPL is allowed for this qualification.



## 5 Units

### Availability of units

Below is a list of the learning outcomes for all the units.

### 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
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria.

## Unit 201

## Obtain feedback from others to inform work and work practice in craft

<b>UAN:</b>	<b>T/505/8089</b>
<b>Level:</b>	2
<b>Credit value:</b>	4
<b>GLH:</b>	30
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR21 Self evaluate and obtain feedback from others to inform work and work practice in craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the importance feedback on work progress, deal with feedback from others and monitor own work and work practice.

<b>Learning outcome</b>
The learner will: 1. understand the influence of feedback on progress at work
<b>Assessment criteria</b>
The learner can: 1.1 describe own work responsibilities and job role 1.2 state the kinds of feedback that can inform own craft practice 1.3 explain how to check if own craftwork is of the highest quality.

<b>Learning outcome</b>
The learner will: 2. be able to use feedback from others on craft practice
<b>Assessment criteria</b>
The learner can: 2.1 agree objectives with line manager/employer and colleagues 2.2 identify what has been achieved against agreed objectives 2.3 use feedback from others to inform future craft practice.

<b>Learning outcome</b>
The learner will: 3. be able to monitor own craft practice

<b>Assessment criteria</b>
The learner can: 3.1 keep records and documents of feedback received 3.2 monitor own work in the light of feedback 3.3 check that own craft practice is improving.

## Unit 301

## Select and use techniques, materials, tools and equipment for craft

<b>UAN:</b>	<b>L/505/8082</b>
<b>Level:</b>	3
<b>Credit value:</b>	13
<b>GLH:</b>	90
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR13 Select and use techniques, materials, tools and equipment for craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand how techniques, materials, tools and equipment are used for craft, to develop them for work, evaluate their use, then record and store tools, materials and equipment safely.

<b>Learning outcome</b>
The learner will: 1. understand the use of techniques, materials, tools and equipment for craft
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of using appropriate techniques, materials, tools and equipment 1.2 explain how to select the required techniques, materials, tools and equipment 1.3 compare different ways to research into techniques, materials, tools and equipment.

<b>Learning outcome</b>
The learner will: 2. be able to develop own use of techniques, materials and tools for work
<b>Assessment criteria</b>
The learner can: 2.1 conduct research to inform the selection and use of techniques, materials, tools and equipment 2.2 select appropriate techniques, materials, tools and equipment to

<p>suit the task</p> <p>2.3 set up a safe workplace</p> <p>2.4 use techniques, materials, tools and equipment to produce high quality work.</p>
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<p><b>Learning outcome</b></p> <p>The learner will:</p> <p>3. be able to evaluate the use of techniques, materials, tools and equipment</p>
<p><b>Assessment criteria</b></p> <p>The learner can:</p> <p>3.1 gain feedback on the use of techniques, materials, tools and equipment</p> <p>3.2 modify techniques, tools and equipment in the light of feedback.</p>

<p><b>Learning outcome</b></p> <p>The learner will:</p> <p>4. be able to carry out the correct process on all items after use</p>
<p><b>Assessment criteria</b></p> <p>The learner can:</p> <p>4.1 document the use of techniques, materials, tools and equipment</p> <p>4.2 store tools, materials and equipment safely.</p>



## Unit 302

## Use safe working practices and spaces for craft

<b>UAN:</b>	<b>R/505/8083</b>
<b>Level:</b>	3
<b>Credit value:</b>	6
<b>GLH:</b>	40
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR15 Use safe working practices and spaces for craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the importance of safe working practices and spaces for craft, maintain safe working practices and store and dispose of materials, tools and equipment safely.

<b>Learning outcome</b>
The learner will: 1. use safe working practices and spaces for craft
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of health and safety to protect oneself and others 1.2 describe potential health risks in own work space 1.3 explain the need to carry out regular maintenance on materials, tools and equipment to ensure good and safe working order 1.4 explain how to use appropriate materials and protective clothing to regularly clean own work space 1.5 describe problems that may occur to different areas of the body in working practice.

<b>Learning outcome</b>
The learner will: 2. be able to maintain safe working spaces and practices
<b>Assessment criteria</b>
The learner can: 2.1 research recommended safe working spaces and practices 2.2 identify potential health and safety risks in own work space 2.3 take appropriate action to minimise risks to oneself and others 2.4 carry out regular maintenance on materials, tools and equipment to

<p>ensure good and safe working order</p> <p>2.5 work safely with materials, tools and equipment using correct lifting and handling techniques and equipment</p> <p>2.6 research current developments in work place safety</p> <p>2.7 monitor work practices and changes that might affect the safe environment.</p>
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<p><b>Learning outcome</b></p> <p>The learner will:</p> <p>3. be able to store and dispose of materials, tools and equipment safely</p>
<p><b>Assessment criteria</b></p> <p>The learner can:</p> <p>3.1 store materials, tools and equipment safely</p> <p>3.2 dispose of waste products, materials, and clothing in a safe manner</p> <p>3.3 use materials to regularly clean own work space</p> <p>3.4 complete records and documentation on materials, tools and equipment.</p>

## Unit 303

## Complete the craft making process

<b>UAN:</b>	<b>Y/505/8084</b>
<b>Level:</b>	3
<b>Credit value:</b>	14
<b>GLH:</b>	100
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR16 Complete the craft making process.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the factors involved in finishing craft and to complete the craft making process.

<b>Learning outcome</b>
The learner will: 1. understand the factors involved in finishing craft
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of completing craftwork so it is ready for handling, packaging, displaying or selling 1.2 explain the importance of assessing the protection or conservation needs of the craftwork and environment 1.3 explain the need to store and transport work safely and securely.

<b>Learning outcome</b>
The learner will: 2. be able to complete the craft making process
<b>Assessment criteria</b>
The learner can: 2.1 ensure that work meets its intended purpose 2.2 determine whether modifications are required to the craftwork 2.3 check that the product quality is as required 2.4 source materials for finishing 2.5 complete finishing activities 2.6 seek feedback from customer/client or audience 2.7 modify future finishing accordingly.

## Unit 304

## Manage time for craft work and practice

<b>UAN:</b>	<b>H/505/8086</b>
<b>Level:</b>	3
<b>Credit value:</b>	8
<b>GLH:</b>	40
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR30 Manage time for craft work and work practice.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the importance of managing own time and commitments effectively and to put it into effect for craft work and work practice.

<b>Learning outcome</b>
The learner will: 1. understand the importance of managing own time and commitments effectively
<b>Assessment criteria</b>
The learner can: 1.1 describe methods of time and diary management 1.2 explain the need to plan work to meet deadlines according to client or customer requirements 1.3 explain the importance of setting a realistic work plan 1.4 explain the need to allow contingency time for problems that may arise.

<b>Learning outcome</b>
The learner will: 2. be able to manage time for craft work and work practice
<b>Assessment criteria</b>
The learner can: 2.1 establish work that is required with agreed timescale for completion 2.2 prioritise work according to importance 2.3 agree deadlines with appropriate people 2.4 develop a work plan, allocating time to each activity 2.5 document work and work practices.

## Unit 305

## Contribute to the design process for craft

<b>UAN:</b>	<b>K/505/8087</b>
<b>Level:</b>	3
<b>Credit value:</b>	10
<b>GLH:</b>	78
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR8 Contribute to the design process for craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to be able to contribute and assess their contribution to the design task or brief.

<b>Learning outcome</b>
The learner will: 1. understand how to contribute to a design task or brief
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of clear communication 1.2 explain the importance of working with and getting feedback from others 1.3 explain how own specialism, expertise and technology works in context with other processes.

<b>Learning outcome</b>
The learner will: 2. be able to contribute to the design task or brief
<b>Assessment criteria</b>
The learner can: 2.1 obtain information about work required 2.2 seek advice and guidance on ways of contributing 2.3 contribute ideas towards design tasks or briefs 2.4 undertake research to assist with design tasks or briefs 2.5 assist with the production of a drawing or sketch, working stage/rough, sample, model or prototype.

<b>Learning outcome</b>
The learner will: 3. be able to assess own contribution to the design task or brief
<b>Assessment criteria</b>
The learner can: 3.1 assist with communication to customers, other crafts people and colleagues 3.2 seek feedback on own contribution to design tasks or briefs.

## Unit 306

## Keep up to date with the craft sector

<b>UAN:</b>	<b>M/505/8088</b>
<b>Level:</b>	3
<b>Credit value:</b>	5
<b>GLH:</b>	40
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR19 Keep up to date with the craft sector.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the benefits of acquiring new knowledge in the craft sector and to undertake research about new techniques, materials and tools.

<b>Learning outcome</b>
The learner will: 1. understand the benefits to own work and work practice of new knowledge in the craft sector
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of updating own knowledge in craft 1.2 explain how information can be found through relevant membership associations, guilds, societies and networks.

<b>Learning outcome</b>
The learner will: 2. be able to research information about new developments in the craft sector
<b>Assessment criteria</b>
The learner can: 2.1 identify sources of information about new techniques, materials and tools 2.2 carry out research using networks of personal and professional contacts 2.3 assess how information may be applied to own work and work practices.

<b>UAN:</b>	<b>D/505/8104</b>
<b>Level:</b>	3
<b>Credit value:</b>	10
<b>GLH:</b>	65
<b>Relationship to NOS:</b>	This unit is linked to the CR46 Present and display craft
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit helps learners to understand what is needed to present or display craft work. It enables them to present or display their work and to judge whether or not it was successful.

<b>Learning outcome</b>
The learner will: 1. understand what is needed to present and display craft
<b>Assessment criteria</b>
The learner can: 1.1 identify opportunities for presenting and displaying craft 1.2 identify the audience for whom the work will be presented and displayed 1.3 list the requirements for presenting and displaying the work.

<b>Learning outcome</b>
The learner will: 2. be able to present and display craft
<b>Assessment criteria</b>
The learner can: 2.1 select suitable craftwork to be presented and displayed. 2.2 ensure the craftwork and space available for display are compatible 2.3 communicate requirements for presenting and displaying the craftwork to relevant individuals or organisations involved in the display and presentation. 2.4 provide information on details of work to relevant individuals or organisations involved in the display and presentation.



<b>Learning outcome</b>
The learner will: 3. be able to judge if a display and presentation is successful
<b>Assessment criteria</b>
The learner can: 3.1 record the activities involved in display and presentation of craft 3.2 seek feedback from those who are involved in viewing the presentation and display 3.3 explain how successful the display and presentation has been.

## Unit 308

## Assist with ideas for craft work and work practice

<b>UAN:</b>	<b>M/505/8091</b>
<b>Level:</b>	3
<b>Credit value:</b>	10
<b>GLH:</b>	50
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR1 Contribute and assist with ideas for craft work and work practice.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit helps learners to understand how to develop ideas, using research and inspiration. It enables them to communicate and present their ideas to others, as well as evaluate their contribution to the design making process.

<b>Learning outcome</b>
The learner will: 1. understand how to develop ideas using research and inspiration
<b>Assessment criteria</b>
The learner can: 1.1 research information to inspire ideas 1.2 develop ideas within the terms of the given remit 1.3 document ideas, experiences and observations 1.4 follow a given remit, asking for help and advice where necessary.

<b>Learning outcome</b>
The learner will: 2. be able to communicate and present ideas to others
<b>Assessment criteria</b>
The learner can: 2.1 match ideas with skills, techniques, materials, tools and equipment 2.2 present complete ideas to a team or organisation 2.3 adapt ideas to the design where necessary.

<b>Learning outcome</b>
The learner will: 3. be able to use feedback in evaluating own contribution to the design

and making process

**Assessment criteria**

The learner can:

- 3.1 seek feedback from others within a team or organisation on ideas presented
- 3.2 adapt ideas in response to feedback
- 3.3 assess own contribution to the effectiveness of the final design idea.

## Unit 309

## Communicate effectively in craft

<b>UAN:</b>	<b>T/505/8092</b>
<b>Level:</b>	3
<b>Credit value:</b>	9
<b>GLH:</b>	60
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR10 Communicate effectively in craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the importance of clear communication, be able to communicate and respond to different audiences and assess the appropriateness of their own communication.

<b>Learning outcome</b>
The learner will: 1. understand the importance of clear communication in craft
<b>Assessment criteria</b>
The learner can: 1.1 explain why effective communication is important in all areas of design and making ideas 1.2 explain the importance of selecting appropriate methods of communication to suit different audiences 1.3 explain the importance of presenting a positive image of oneself and own organization.

<b>Learning outcome</b>
The learner will: 2. be able to communicate effectively with different audiences
<b>Assessment criteria</b>
The learner can: 2.1 determine the scale and needs of audience for the information being communicated 2.2 select the most appropriate method of communication for the audience 2.3 determine the appropriate language and references to be used when communicating to an audience 2.4 make constructive contributions to discussions, developing points

and ideas.

**Learning outcome**

The learner will:

3. be able to respond effectively to an audience

**Assessment criteria**

The learner can:

- 3.1 check the understanding of the audience
- 3.2 give people the opportunity to ask questions
- 3.3 focus on information that other people are communicating
- 3.4 clarify points that may be unclear.

**Learning outcome**

The learner will:

4. be able to assess the appropriateness of own communication

**Assessment criteria**

The learner can:

- 4.1 ensure communication has met its purpose
- 4.2 deal with situations where communication purpose has not been achieved
- 4.3 present a positive image of oneself and own organisation
- 4.4 safeguard confidential information.

## Unit 310

## Work effectively with others in craft

<b>UAN:</b>	<b>A/505/8093</b>
<b>Level:</b>	3
<b>Credit value:</b>	8
<b>GLH:</b>	40
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR26 Use Contacts and Networks to Develop Craft Work and Practice.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to work effectively with others in craft with a clear understanding of why this is important.

<b>Learning outcome</b>
The learner will: 1. understand the importance of working effectively with others
<b>Assessment criteria</b>
The learner can: 1.1 explain how to identify effective working relationships 1.2 explain how to develop and apply own skills when working with others 1.3 explain how to identify where improvements can be made when working with others.

<b>Learning outcome</b>
The learner will: 2. be able to work effectively with others in craft
<b>Assessment criteria</b>
The learner can: 2.1 describe skills needed to work effectively with others 2.2 assess own strengths and weaknesses in working with others 2.3 anticipate problems that might arise when working with others 2.4 seek feedback on the success of working relationships with others.

<b>UAN:</b>	<b>F/505/8094</b>
<b>Level:</b>	3
<b>Credit value:</b>	5
<b>GLH:</b>	35
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR42 Promote and present craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit helps learners to understand the importance and benefit of craft to individuals and society and enables them to promote and represent craft to customers/clients, visitors or audiences.

<b>Learning outcome</b>
The learner will: 1. understand the significance of craft to individuals and society.
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of craft to individuals and society 1.2 explain how craftwork benefits society in general.

<b>Learning outcome</b>
The learner will: 2. be able to promote and represent craft to others
<b>Assessment criteria</b>
The learner can: 2.1 communicate the importance and benefits of craft to customers 2.2 evaluate how effective communication has been in promoting and representing craft 2.3 make changes to promotion and representation of craft for the future if necessary.

## Unit 312

## Carry out basic financial transactions for craft

<b>UAN:</b>	<b>J/505/8095</b>
<b>Level:</b>	3
<b>Credit value:</b>	8
<b>GLH:</b>	55
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR32 Carry out basic financial transactions for craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand what is involved in basic financial transactions. It helps them to carry out and report to others on financial transactions for craft.

<b>Learning outcome</b>
The learner will: 1. understand what is involved in basic financial transactions for craft
<b>Assessment criteria</b>
The learner can: 1.1 explain types of financial transactions needed for craft work 1.2 explain the meaning of vat and when it applies 1.3 explain why it is important to monitor actual expenditure against agreed expenditure 1.4 explain types of financial reports.

<b>Learning outcome</b>
The learner will: 2. be able to carry out basic financial transactions for craft
<b>Assessment criteria</b>
The learner can: 2.1 agree prices for goods, services or craft work with suppliers and customers 2.2 produce invoices and receipts for goods and services or craft work with suppliers or customers 2.3 set up credit accounts with service or goods suppliers 2.4 monitor expenditure against a budget.



<b>Learning outcome</b>
The learner will: 3. be able to report to others on financial transactions for craft
<b>Assessment criteria</b>
The learner can: 3.1 liaise with others to inform them of budget matters including financial discrepancies 3.2 produce accurate and up-to-date reports in time and in required format 3.3 communicate clearly to those who need information on financial transactions.

## Unit 401

## Develop and maintain professional relationships in craft

<b>UAN:</b>	<b>L/505/8096</b>
<b>Level:</b>	4
<b>Credit value:</b>	10
<b>GLH:</b>	35
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR27 Develop and maintain professional relationships or partnerships in craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit enables learners to understand the benefits of developing and maintaining working relationships, and to establish and maintain working and professional relationships in craft.

<b>Learning outcome</b>
The learner will: 1. understand the benefits of developing and maintaining working relationships
<b>Assessment criteria</b>
The learner can: 1.1 analyse why it is important to develop and maintain working relationships 1.2 evaluate the range of opportunities and activities for developing and maintaining working relationships 1.3 explain the potential benefits of different types of working relationships.

<b>Learning outcome</b>
The learner will: 2. be able to establish working and professional relationships
<b>Assessment criteria</b>
The learner can: 2.1 analyse opportunities and activities to develop relationships with individuals and organisations 2.2 assess own and others' strengths and weaknesses 2.3 agree shared work verbally and in writing, clarifying expectations

and intentions  
2.4 determine roles and responsibilities informally and formally.

**Learning outcome**

The learner will:  
3. be able to maintain working and professional relationships

**Assessment criteria**

The learner can:  
3.1 anticipate problems that might arise when working in partnerships  
3.2 share information bearing in mind legal, organisational and ethical requirements  
3.3 continually monitor and share feedback with others  
3.4 evaluate the effectiveness of working with others.

## Unit 402

## Price craftwork to secure sales

<b>UAN:</b>	<b>R/505/8097</b>
<b>Level:</b>	4
<b>Credit value:</b>	12
<b>GLH:</b>	55
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural skills, Craft NOS, CR37 Work Out Appropriate Pricing for Craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit helps learners to understand the factors which affect the pricing of craft work. The unit also enables learners to work out appropriate pricing for craft work in order to secure sales.

<b>Learning outcome</b>
The learner will: 1. understand the factors which affect the pricing of craft work
<b>Assessment criteria</b>
The learner can: 1.1 explain methods of researching the price of similar crafts sold by others 1.2 explain the significance of determining whether craft is custom made, a one-off or one of many when pricing 1.3 explain how to take into account what customers and clients are able to pay when pricing craft work 1.4 evaluate the impact of own experience and skill level on the cost of one's craft work 1.5 analyse the other factors which need to be considered when pricing one's craft.

<b>Learning outcome</b>
The learner will: 2. be able to price craft work
<b>Assessment criteria</b>
The learner can: 2.1 determine the price at which similar types of crafts have sold 2.2 identify the costs that need to be taken into consideration when determining the total cost of one's craft work

- |     |  |
|-----|--|
| 2.3 | estimate the total time required to produce the craft work                           |
| 2.4 | calculate an hourly or daily rate for time   |
| 2.5 | calculate the cost of materials needed for the craft work                            |
| 2.6 | estimate the annual cost of a workroom/studio  |
| 2.7 | account for own experience and skill level when pricing the craft work               |
| 2.8 | determine whether it is feasible to make work for the price for which it can be sold |
| 2.9 | determine discounts as appropriate.  |

<b>Learning outcome</b>
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The learner will:
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- |   |
|---|
| 3. be able to evaluate the pricing of the craft work to inform future pricing decisions |
|---|

<b>Assessment criteria</b>
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The learner can:
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- |     |   |
|-----|---|
| 3.1 | evaluate whether the pricing of the craft work was appropriate for securing sales |
| 3.2 | use the outcomes of the evaluation to inform future pricing decisions.            |

## Unit 403

## Sell craft

<b>UAN:</b>	<b>Y/505/8098</b>
<b>Level:</b>	4
<b>Credit value:</b>	11
<b>GLH:</b>	55
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR40 Sell Craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit helps learners to understand the factors involved in selling craft to customers or clients. It supports them in preparing for and to sell craft work, ensuring that they conform to relevant legislation and provide appropriate customer care.

<b>Learning outcome</b>
The learner will: 1. understand the factors involved in selling craft to achieve business objectives
<b>Assessment criteria</b>
The learner can: 1.1 analyse how exploring markets and marketing of craft can support selling 1.2 evaluate different selling techniques and methods 1.3 explain relevant legislation relating to the sales of craftwork 1.4 explain the benefits of insurance, copyright and intellectual property rights when selling craftwork.

<b>Learning outcome</b>
The learner will: 2. be able to prepare for selling craftwork
<b>Assessment criteria</b>
The learner can: 2.1 research how and where to sell craftwork to appeal to the chosen customers/clients 2.2 cost and communicate prices to clients/customers 2.3 present and display craftwork appropriately 2.4 describe own craftwork, ideas, inspiration and how the work is made 2.5 take steps to prevent craftwork being damaged or stolen.

<b>Learning outcome</b>
The learner will: 3. be able to sell craftwork
<b>Assessment criteria</b>
The learner can: 3.1 adhere to relevant legislation relating to sales of goods when selling 3.2 deliver appropriate customer care, responding to customer/client queries or issues 3.3 process payment, recording and documenting details of transactions in line with own organisational and relevant legal requirements 3.4 evaluate the selling process.

## Unit 404

## Use digital technologies for craftwork

<b>UAN:</b>	<b>K/505/8090</b>
<b>Level:</b>	4
<b>Credit value:</b>	12
<b>GLH:</b>	55
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR49 Use digital technologies for craft work and work practice.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit helps learners to understand the benefits of using digital technology to craft work and work practice. It enables learners to apply digital technology to own work and evaluate its use across different areas of craft activities.

<b>Learning outcome</b>
The learner will: 1. understand the benefits of digital technology and IT to craft work and work practice
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of keeping up to date with digital technology and it for own work practice 1.2 analyse the areas of own work that could benefit from the use of digital technology and IT 1.3 explain how to apply the digital technology to own work or work process for successful outcomes 1.4 explain how and where to gain specialist advice and help 1.5 analyse how use of digital technologies can enhance own craft design, making, business and professional development activities 1.6 explain the health and safety guidelines and legislation in the use of technology.



**Learning outcome**

The learner will:

2. be able to apply digital technology and IT resources to craft work and work practice

**Assessment criteria**

The learner can:

- 2.1 research different types of digital technologies and it to aid own work
- 2.2 analyse the advantages and limitations of digital technology and IT across different areas of work practice
- 2.3 select technology to meet the needs of the craft activity
- 2.4 apply technology to own work or work process.

**Learning outcome**

The learner will:

3. be able to evaluate the use of technology in craft work and work process

**Assessment criteria**

The learner can:

- 3.1 evaluate the use of technology in own craft work and work process
- 3.2 adapt own use of digital technologies to different areas of craft activities.

## Unit 405

## Use copyright law to protect creativity and innovation in craft

<b>UAN</b>	<b>D/505/8099</b>
<b>Level:</b>	4
<b>Credit value:</b>	10
<b>GLH:</b>	45
<b>Relationship to NOS:</b>	This unit is linked to the Creative and Cultural Skills, Craft NOS, CR57 Develop and apply an understanding of copyright law to protect craft.
<b>Endorsement by a sector or regulatory body:</b>	This unit is endorsed by Creative and Cultural Skills.
<b>Aim:</b>	This unit will help learners to understand the value of copyright laws in protecting creativity and innovation and the ways in which copyright affects their own work. It will enable them to develop policies and procedures to protect their own work.

<b>Learning outcome</b>
The learner will: 1. understand the value of copyright laws in protecting creativity and innovation
<b>Assessment criteria</b>
The learner can: 1.1 explain the importance of protecting work and using copyright to encourage creativity 1.2 explain the different types of copyright and the sort of materials to which they apply 1.3 describe the difference between owning a physical work and owning the copyright 1.4 explain the various requirements for copyright, including accepted rates of fees and the penalties for infringing copyright 1.5 explain how long copyright lasts for own particular area or sector of work 1.6 describe how confidential information and personal data is protected by law 1.7 describe what should be covered in negotiating the terms and conditions of use of copyright materials 1.8 explain when to seek specialist advice for dealing with materials that are subject to complex or unusual copyright regulations.

<b>Learning outcome</b>
The learner will: 2. understand the ways in which copyright regulations affect own work
<b>Assessment criteria</b>
The learner can: 2.1 research the way in which copyright regulations affect use of materials made by others 2.2 explain the difference between exclusive and non-exclusive licence 2.3 explain the different ways to obtain clearances and permissions to use material made by others 2.4 explain the importance of documenting communications about copyright 2.5 explain how agreements affect the transfer of part or all of a copyright in a protected work 2.6 explain how to carry out royalty calculations and percentages.

<b>Learning outcome</b>
The learner will: 3. be able to develop policies and procedures for the protection of own work
<b>Assessment criteria</b>
The learner can: 3.1 develop policies and procedures for obtaining clearances and permissions for materials made by others 3.2 record copyright clearances and contracts, including related communication 3.3 check if intended material is in copyright or in the public domain 3.4 develop policies and procedures to protect the copyright of own work 3.5 negotiate copyright ownership of own work as part of a contract when working with others or producing work for others.



## Appendix 1 Relationships to other qualifications

### Links to other qualifications

#### **For QCF qualifications, mapping to NOS is included in each unit.**

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.

These qualifications have connections to the:

- 1768 Level 3 Diploma in Blacksmithing

#### **Literacy, language, numeracy and ICT skills development**

These qualifications can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see [www.cityandguilds.com/functionalskills](http://www.cityandguilds.com/functionalskills)
- Essential Skills (Northern Ireland) – see [www.cityandguilds.com/essentialskillsni](http://www.cityandguilds.com/essentialskillsni)
- Essential Skills Wales – see [www.cityandguilds.com/esw](http://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](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:

- 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 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.

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## Useful contacts

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

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