

Level 2 Award / Certificate for Home Technology Integrators (7575 02/12)

December 2011 Version 1.0





Qualification at a glance

Subject area	Home Technology Integrators
City & Guilds number	7575
Age group approved	All
Entry requirements	None
Assessment	Assignments and Portfolio
Fast track	Available
Support materials	Centre handbook Assessment guides Information sheets
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Award for Home Technology Integrators	7575-02	600/3703/9
Level 2 Certificate for Home Technology Integrators	7575-12	500/6502/6



Contents

1	Introduction	4
	Structure	5
2	Centre requirements	7
	Approval	7
	Resource requirements	7
	Learner entry requirements	8
3	Delivering the qualification	9
	Initial assessment and induction	9
	Support materials	10
4	Assessment	11
	Assessment of the qualification	11
5	Units	13
Unit 001	Customer support provision for the digital home technology integrator	15
Unit 002	Digital home technology integrator	17
Unit 003	IT security for users	20
Unit 004	Networking, telephony and VoIP for the digital home technology integrator	21
Unit 005	Control and security systems for the digital home technology integrator	23
Unit 006	Audio/video installation for the digital home technology integrator	25
Appendix 1	Relationships to other qualifications	28
Appendix 2	Sources of general information	29



1 Introduction

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

Area	Description
Who are the qualifications for?	This qualification is aimed at those that want to learn how to install and integrate customers' digital equipment in the home. It can also be used to accredit knowledge for those learners working in the industry who would like to get their existing knowledge accredited. It will benefit them if they already work in IT system support, Electronic Engineering and Telecommunications.
What do the qualifications cover?	They cover how to configure, integrate and troubleshoot the technology that allows us to remotely switch on lights, turn heating or air conditioning on or monitor what's happening in the home. It allows learners to be able to connect this technology and the equipment that makes it happen and also covers the basic design concepts of electronic and digital home systems.
Are the qualifications part of a framework or initiative?	The qualification can be used as Specialist Learning for the 14-19 IT Diploma or can contribute to the knowledge requirements of a Technical Certificate for an apprenticeship programme.
What opportunities for progression are there?	On completion of these qualification Learners may progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none"> • Certificate in ICT Systems Support (7540-12) • Diploma in ICT Systems Support (7540-12) • Diploma in ICT Systems and Principles (7540-12) • Certificate in ICT Systems and Principles (7540-13) • Diploma in ICT Systems Support (7540-13) • Diploma in ICT Systems and Principles (7540-13) • Diploma for ICT Professional Competency (4520-02) • Diploma for ICT Professional Competency (4520-02) • Intermediate or Advanced Apprenticeship for IT, Software, Web and Telecoms Professionals

Structure

To achieve the **Award** qualification learners must achieve a total of **12** credits, **8** credits from the mandatory units and **4** credits from the available optional units. There are three pathways available:

Pathway	7575-02A-001 Level 2 Award for Home Technology Integrators - Networking and VoIP	7575-02A-002 Level 2 Award for Home Technology Integrators - Control and Security	7575-02A-003 Level 2 Award for Home Technology Integrators - Audio/Video and Networking
Structure	12 credits overall; 8 credits from (001,003); plus 4 credits from (004), plus (901)	12 credits overall; 8 credits from (001,003); plus 4 credits from (005), plus (902)	12 credits overall; 8 credits from (001,003); plus 4 credits from (006), plus (903)

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
D/502/4499	001	Customer support provision for the digital home technology integrator	7
R/502/4256	003	IT security for users	1
Optional			
J/502/4500	004	Networking, telephony and VoIP for the digital home technology integrator	4
K/502/4506	005	Control and security systems for the digital home technology integrator	4
M/502/4507	006	Audio/video installation for the digital home technology integrator	4

To achieve the **Level 2 Certificate for Digital Home Technology Integrators**, Learners must achieve **7** credits from the mandatory units and a minimum of **9** credits from the optional units available.

Level 2 Certificate for Home Technology Integrators

Mandatory			
D/502/4499	001	Customer support provision for the digital home technology integrator	7
Optional			
L/502/4045	002	Digital home technology integrator	9
R/502/4256	003	IT security for users	1
J/502/4500	004	Networking, telephony and VoIP for the digital home technology integrator	4
K/502/4506	005	Control and security systems for the digital home technology integrator	4
M/502/4507	006	Audio/video installation for the digital home technology integrator	4



2 Centre requirements

Approval

Centres approved to offer the qualification Level 2 Diploma for Home Technology Integrators (7266-28) and have been active during the academic year 2008/2009 or approved to offer Level 2 Award/Certificate for Digital Home Technology Integrators (7575-01) may apply for approval for the new Level 2 Award/Certificate for Digital Home Technology Integrators (7575-02/12) using the fast track approval form, available from the City & Guilds website.

Centres may apply to offer the new qualifications using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

Existing centres wishing to offer this qualification must use the **standard** Qualification Approval Process.

Resource requirements

Physical resources and site agreements

The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions.

Centre staffing

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

- be technically competent in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- be occupationally knowledgeable in the areas for which they are delivering training. This knowledge must be at least 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 must never internally verify their own assessments.

Assessors and internal verifiers

Whilst the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, 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

Learners should not be entered for a qualification of the same type, content and level as that of a qualification they already hold. There are no formal entry requirements for learners undertaking these qualifications. However, centres must ensure that learners have the potential and opportunity to successfully achieve the qualification.

Age restrictions

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



3 Delivering the qualification

Initial assessment and induction

Centres will need to make an initial assessment of each learner prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the learner has, and the support and guidance they may require when working towards their qualifications. This is sometimes referred to as diagnostic testing.
- any units the learner has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the learner fully understands the requirements of the qualifications they will work towards, their responsibilities as a learner, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme. Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their learners
- satisfies the requirements of the qualifications.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualifications. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

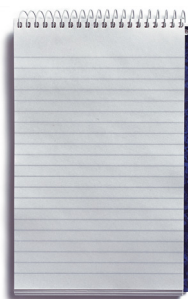
Where applicable, this could involve enabling the learner to access relevant qualifications covering these skills.

For further information to assist with the planning and development of the programme, all of the units except unit 003 are assessed by assignment, marked by the centre according to externally set criteria provided by City & Guilds.

Support materials

The following resources are available for these qualifications:

Description	How to access
Assignment [Assessment] guide for centres	www.cityandguilds.com
Assignment [Assessment] guide for learners	www.cityandguilds.com
fast track approval forms/generic fast track approval form	www.cityandguilds.com



4 Assessment

Assessment of the qualification

Learners will be required to complete an assignment for each unit except unit 003 which is assessed by Portfolio.

City & Guilds provides the Assignments which are downloadable from the website at **www.cityandguilds.com**

Unit Number	Unit Title	Assessment method	Where to obtain assessment materials
001	Customer support provision for the digital home technology integrator (Level 2) (7)	Assignment	www.cityandguilds.com
002	Digital home technology integrator (Level 2) (9)	Assignment	www.cityandguilds.com
003	IT security for users (Level 1) (1)	Portfolio	Not applicable
004	Networking, telephony and VoIP for the digital home technology integrator (Level 2) (4)	Assignment	www.cityandguilds.com
005	Control and security systems for the digital home technology integrator (Level 2) (4)	Assignment	www.cityandguilds.com
006	Audio/video installation for the digital home technology integrator (Level 2) (4)	Assignment	www.cityandguilds.com

Time constraints

The following time constraints must be applied to the assessment of these qualifications:

- It is anticipated that an assignment should take no longer to complete than the time allocated in each assignment. Centre staff should guide learners to ensure excessive evidence gathering is avoided. Centres finding that assignments are taking longer, should contact the external verifier for guidance
- All assignments must be completed and assessed within the learner's period of registration. Centres should advise learners of any internal timescales for the completion and marking of individual assignments.



5 Units

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- Aims
- learning outcomes which are comprised of a number of assessment criteria

Unit Number	Unit Title	Credits	QCF unit number
001	Customer support provision for the digital home technology integrator	7	D/502/4499
002	Digital home technology integrator	9	L/502/4045
003	IT security for users	1	R/502/4256
004	Networking, telephony and VoIP for the digital home technology integrator	4	J/502/4500
005	Control and security systems for the digital home technology integrator	4	K/502/4506
006	Audio/video installation for the digital home technology integrator	4	M/502/4507

Unit 001

Customer support provision for the digital home technology integrator

UAN:	D/502/4499
Level:	Level 2
Credit value:	7
GLH:	60
Endorsement by a sector or regulatory body:	This unit is endorsed by e-skills UK, the Sector Skills Council for Business and Information Technology
Aims	This unit will enable learners to provide routine customer support for users of home technology devices. Learners will develop an understanding of supporting customers and the duties of a DHTI technician. They will also develop practical skills to support customers by using different methods and techniques. Throughout this unit, emphasis is drawn upon developing learners' attitude towards improving customer service for a successful business.

Learning outcome
The learner will: 1. provide technical information and support in response to customer requirements
Assessment criteria
The learner can: 1.1 respond to a customer in a timely and appropriate manner 1.2 determine customer requirements 1.3 obtain information from a range of sources 1.4 provide technical support in response to customer requirements 1.5 record/log results of outcome of response to customer 1.6 refer unresolved requests for technical support to suitable person(s) 1.7 describe the importance of responding to a customer's request in a prompt and professional manner 1.8 identify sources of technical support information 1.9 identify different methods of providing technical support and when each should be used 1.10 identify advantages and disadvantages of different methods of communication with customers 1.11 describe the reasons for logging customer calls for support and the

outcomes
1.12 identify the escalation process for unresolved requests
1.13 describe relevant regulations which may affect the response to a customer request
1.14 describe how technical support may be constrained by regulations considerations such as temporary repair of power cable
1.15 describe applications for provision of technical support
1.16 identify how advances in technology affect the provision of customer support

Learning outcome
The learner will:
2. optimising use of DHTI products
Assessment criteria
The learner can:
2.1 prepare records of existing hardware resources
2.2 prepare accurate records of existing software resources
2.3 gather information on customers' use of existing resources
2.4 provide a brief written summary containing recommendations on actions to take to optimise the customer's DHTI products
2.5 identify different methods of gathering and recording information

Unit 002

Digital home technology integrator

UAN:	L/502/4045
Level:	Level 2
Credit value:	9
GLH:	60
Endorsement by a sector or regulatory body:	This unit is endorsed by e-skills UK, the Sector Skills Council for Business and Information Technology
Aim:	This unit will enable learners to plan and install integrated digital technologies in a home environment. Learners will develop an understanding of the technologies available and how they can be integrated in a home environment to meet customer's needs. They will also develop practical skills required to install these components and manage them.

Learning outcome
The learner will: 1. plan and document a local area network to meet a customer's needs
Assessment criteria
The learner can: 1.1 determine the customer's requirements 1.2 produce plans and document a solution to meet the customer's requirements using written 1.3 obtain information from a range of sources

Learning outcome
The learner will: 2. install and configure a wired or wireless network in a home environment
Assessment criteria
The learner can: 2.1 install wired media and devices 2.2 configure devices used with wired and wireless networks 2.3 identify the characteristics of media 2.4 explain how to install and configure devices

Learning outcome
The learner will: 3. securing data on a home network
Assessment criteria
The learner can: 3.1 install and configure an anti virus package 3.2 install and configure firewalls 3.3 configure security and privacy settings for a web browser 3.4 explain aspects of home networking security

Learning outcome
The learner will: 4. configure the hardware and software required for VoIP
Assessment criteria
The learner can: 4.1 install and configure software and hardware required to allow VoIP communications 4.2 identify VoIP/telephony technologies 4.3 explain how to install and configure VoIP hardware and software

Learning outcome
The learner will: 5. install and configure a wired or wireless security devices in a home environment
Assessment criteria
The learner can: 5.1 install wired/wireless devices 5.2 configure installed devices 5.3 explain how to install media 5.4 explain how to install and configure devices

Learning outcome
The learner will: 6. install and configure a wired or wireless control system
Assessment criteria
The learner can: 6.1 install wired/wireless devices 6.2 configure installed devices 6.3 explain how to install media 6.4 explain how to install and configure devices

Learning outcome
The learner will: 7. install and configure the hardware and software required for sharing AV content over a network
Assessment criteria
The learner can: 7.1 install and configure hardware and software required to share AV content over a network 7.2 identify AV networking technologies 7.3 explain how to install and configure AV hardware and software

Learning outcome
The learner will: 8. install and configure audio components
Assessment criteria
The learner can: 8.1 install an audio system 8.2 configure audio components 8.3 explain how to install an audio system

Learning outcome
The learner will: 9. install and configure a home theatre system
Assessment criteria
The learner can: 9.1 install a home theatre system 9.2 configure a home theatre system 9.3 maintain a home theatre system 9.4 explain how to install the video components of a home theatre

Learning outcome
The learner will: 10. troubleshoot integrated systems
Assessment criteria
The learner can: 10.1 troubleshoot media, software and devices 10.2 explain the troubleshooting process

UAN:	R/502/4256
Level:	Level 1
Credit value:	1
GLH:	10
Endorsement by a sector or regulatory body:	This unit is endorsed by e-skills UK, the Sector Skills Council for Business and Information Technology
Aim:	This is the ability to protect hardware, software malfunction and unauthorised access. On completion of this unit the learner will be able to identify day-to-day security risks and the laws and guidelines that affect the use of IT; and use simple methods to protect software and personal data (eg risks from people getting access to it who are not authorised, from viruses or from hardware not working properly).

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 1. use appropriate methods to minimise security risks to it systems and data
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 identify security issues that may threaten system performance 1.2 take appropriate security precautions to protect it systems and data 1.3 identify threats to information security associated with the widespread use of technology 1.4 take appropriate precautions to keep information secure 1.5 follow relevant guidelines and procedures for the secure use of it 1.6 describe why it is important to backup data securely 1.7 ensure personal data is backed up to appropriate media

Unit 004

Networking, telephony and VoIP for the digital home technology integrator

UAN:	J/502/4500
Level:	Level 2
Credit value:	4
GLH:	30
Endorsement by a sector or regulatory body:	This unit is endorsed by e-skills UK, the Sector Skills Council for Business and Information Technology
Aim:	This unit will enable learners to plan and install a local area network that provides and integrates data and Voice over Internet Protocol (VoIP) facilities. Learners will develop an understanding of the technologies available and how they can be integrated in a home environment to meet a customer's needs. They will also develop practical skills required to install components required to enable data and VoIP traffic to be supported on a Local Area Network (LAN).

Learning outcome
The learner will: 1. plan and document a local area network to meet a customer's needs
Assessment criteria
The learner can: 1.1 carry out a survey to determine the equipment and software needed to meet the customer's requirements 1.2 produce plans and document a solution to meet the customer's requirements using written or electronic methods 1.3 obtain information from a range of sources 1.4 identify suitable types of transmission media to meet the customer's requirements 1.5 list the characteristics of the transmission media that has been selected 1.6 identify types of devices that are suitable for a home network 1.7 identify types of software required to meet the customer's needs 1.8 describe the importance of networking protocols and services 1.9 explain the reasons behind producing plans and documentation for a solution

Learning outcome
The learner will: 2. install and configure a wired and wireless network in a home environment
Assessment criteria
The learner can: 2.1 install wired transmission media and devices 2.2 install devices used with wireless networks 2.3 list the features of transmission media 2.4 explain how to install and configure the features and services

Learning outcome
The learner will: 3. secure data and hardware on a home network
Assessment criteria
The learner can: 3.1 install antivirus software 3.2 install a firewall 3.3 configure security and privacy settings for a web browser 3.4 explain aspects of home networking security 3.5 explain aspects wireless network security

Learning outcome
The learner will: 4. configure the hardware and software required for VoIP
Assessment criteria
The learner can: 4.1 install software and hardware required to allow VoIP communications 4.2 identify VoIP/telephony technologies 4.3 install VoIP

Learning outcome
The learner will: 5. troubleshoot networks
Assessment criteria
The learner can: 5.1 troubleshoot transmission media software and devices 5.2 troubleshoot wired and wireless LANs

Unit 005

Control and security systems for the digital home technology integrator

UAN:	K/502/4506
Level:	Level 2
Credit value:	4
GLH:	30
Endorsement by a sector or regulatory body:	This unit is endorsed by e-skills UK, the Sector Skills Council for Business and Information Technology
Aim:	This unit will enable learners to plan and install a home management and security system. Learners will develop an understanding of the technologies available and how they can be integrated in a home environment to meet a customer's needs. They will also develop the practical skills required to install components necessary to use a home management system, and various security devices that can work in as a standalone system or be linked to a home management system.

Learning outcome
The learner will: 1. plan and document a local area network to meet a customer's needs
Assessment criteria
The learner can: 1.1 determine the customer's requirements 1.2 produce plans and document a solution to meet the customer's requirements using written or electronic methods 1.3 obtain information from a range of sources 1.4 identify suitable types of devices to meet the customer's requirements 1.5 list the characteristics of the devices that have been selected 1.6 identify types of software required to meet the customer's needs 1.7 identify sources of technical information 1.8 explain the reasons behind producing plans and documentation for a solution

Learning outcome
The learner will: 2. install and configure a wired or wireless network in a home environment
Assessment criteria
The learner can: 2.1 install wired/wireless devices 2.2 configure installed devices 2.3 explain how to install media 2.4 explain how to install and configure devices

Learning outcome
The learner will: 3. install and configure a wired or wireless control system
Assessment criteria
The learner can: 3.1 install wired/wireless devices 3.2 configure installed devices 3.3 explain how to install media

Learning outcome
The learner will: 4. troubleshoot security and control home management systems
Assessment criteria
The learner can: 4.1 troubleshoot media, software and devices 4.2 describe the troubleshooting process

Unit 006

Audio/video installation for the digital home technology integrator

UAN:	M/502/4507
Level:	Level 2
Credit value:	4
GLH:	30
Endorsement by a sector or regulatory body:	This unit is endorsed by e-skills UK, the Sector Skills Council for Business and Information Technology
Aim:	This unit will enable learners to plan and install a local area network that provides the ability to share audio data and video data around the home. Learners will develop an understanding of the technologies available and how they can be integrated in a home environment to meet a customer's needs. They will develop the practical skills required to enable audio/video transmission to be shared over a network and to install the components required to view the content.

Learning outcome
The learner will: 1. plan and document a local area network to meet a customer's needs
Assessment criteria
The learner can: 1.1 determine the customer's requirements 1.2 produce plans and document a solution to meet the customer's requirements using written or electronic methods 1.3 obtain information from a range of sources 1.4 identify suitable types of media to meet the customer's requirements 1.5 list the characteristics of the media that has been selected 1.6 identify types of devices that are suitable for an AV network 1.7 identify types of software required to meet the customer's needs 1.8 describe the importance of networking protocols 1.9 identify sources of technical information 1.10 explain the reasons behind producing plans and documentation for a solution

Learning outcome
The learner will: 2. install and configure a wired or wireless network in a home environment
Assessment criteria
The learner can: 2.1 install wired media and devices 2.2 configure devices used with wired and wireless networks 2.3 identify the characteristics of media 2.4 explain how to install and configure devices

Learning outcome
The learner will: 3. installing and configure the hardware and software required for sharing AV content over a network
Assessment criteria
The learner can: 3.1 install and configure hardware and software required to share AV content over a network 3.2 identify AV networking technologies 3.3 explain how to install and configure AV hardware and software

Learning outcome
The learner will: 4. configure the hardware and software required for VoIP
Assessment criteria
The learner can: 4.1 install and configure software and hardware required to allow VoIP communications 4.2 identify VoIP/telephony technologies 4.3 explain how to install and configure VoIP hardware and software

Learning outcome
The learner will: 5. install and configure audio components
Assessment criteria
The learner can: 5.1 install an audio system 5.2 explain how to install an audio system

Learning outcome
The learner will: 6. install and configure a home theatre system
Assessment criteria
The learner can: 6.1 install, configure and maintain a home theatre system 6.2 explain how to install the video components of a home theatre

Learning outcome
The learner will: 7. troubleshoot networks and AV components
Assessment criteria
The learner can: 7.1 troubleshoot media, software and devices 7.2 explain the troubleshooting process 7.3 describe how to use diagnostic tools



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 learners 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 learners meet requirements of all units/qualifications.

These qualifications have connections to the:

- Level 2 ICT Systems & Principles and Systems Support (7540-12)
- Level 3 ICT Systems & Principles and Systems Support (7540-13)
- Level 2 Diploma in ICT Professional Competence (4520-02)
- Level 3 Diploma in ICT Professional Competence (4520-03)
- Intermediate and Advanced Apprenticeships for IT, Software, Web and Telecoms Professionals



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 learners
- 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 learners 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 learners 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 GOLA/e-volve assessments.

Centre Guide – Delivering International Qualifications 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. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of learners
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

City & Guilds
Believe you can



www.cityandguilds.com

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates,
Registrations/enrolment,
Invoices, Missing or late exam
materials, Nominal roll reports,
Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results,
Certification, Missing or late exam
materials, Incorrect exam papers,
Forms request (BB, results entry),
Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments,
Invoices, Missing or late exam
materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or
username, Technical problems,
Entries, Results, e-assessment,
Navigation, User/menu option,
Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping,
Accreditation, Development
Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents,
Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

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

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (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 learners 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 learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

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

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

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

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

HB-01-7575