

Start IT (iTQ) - Entry Level 3 Award in Online basics (4249)

Qualification handbook

QCA Ref: Award in Online Basics - 500/8483/5
(By doing unit 4249-015 in qualification 4249-51)

www.cityandguilds.com
August 2010
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Qualification title	Number	QCA ref.
Entry Level Award in Online Basics (Start IT ITQ) (Entry 3) (QCF)	4249-01, -51	500/8483/5

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1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	Entry Level Award in Online Basics (Start IT - iTQ) (Entry 3) (QCF)
City & Guilds qualification numbers	4249-01 - As part of the full Award or Certificate 4249-51 - Unit claim route
Ofqual accreditation number(s)	500/8483/5 (Award in Online Basics)
Last registration date	31/08/2013
Last certification date	31/08/2014

The Start IT (iTQ) - Entry Level 3 Award in Online basics (4249) aims to:

- improve the skills and knowledge of candidates to use simple tools and techniques to find information on the internet to meet requirements, and send and receive email messages with appropriate support and guidance when needed.
- Support the My Guide Online basics programme – www.myguide.gov.com

It will:

- allow candidates to learn, develop and practise the skills to gain confidence to help them return to learning, or to return to employment and/or career progression where IT use will be needed.
- contribute to the knowledge and understanding towards the related Entry Level 3 Award/Certificate for IT Users and progression to Level 1 Award/Certificate/Diploma for IT users or Level 1 Certificate in IT Systems Support - PC Maintenance or Essential Skills ICT (Northern Ireland).
- provide valuable accreditation of skills and/or knowledge for candidates without requiring, or proving, occupational competence.
- offer appropriate learning as part of the Foundation Learning Tier platform.

An activity will be 'simple' because:

- the task or content will be straightforward and structured;
- the input and output of information will be pre-determined by the person supervising the task;
- the context will be familiar.

It is aimed at those:

- candidates who work, or want to work, with computers and have little or no experience with IT

City & Guilds developed the qualification in consultation with e-Skills UK, the Sector Skills Council for Business and Information Technology, to:

- provide a set of IT standards at Entry Level 3
- support and lead to further learning at the same level or progress into the ITQ or other IT qualifications at Level 1
- offer opportunity for assessment both through assignment or work based evidence.

As part of our commitment to working with centres, the assignments for the qualification have been developed by consultants from leading Start IT centres. These centres, along with the IT User Chief Examiners, have formed a forum for development and quality monitoring that will continue through the life of the product.

1.1 Qualification structure

To achieve the **Start IT (iTQ) Entry Level 3 Award in Online basics**, learners must achieve 1 credit by successfully completing the Online basics unit.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
Y/601/2149	015	Online Basics	Optional	1	

The table below illustrates the other units, their credit value and any excluded combination of units for those who wish to undertake further learning at this level and achieve **Start IT (iTQ) Entry Level 3 Award for IT Users (6 credits)** or **Start IT (iTQ) Entry Level 3 Certificate for IT Users (13 credits)**.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
T/502/0166	001	IT User Fundamentals	Mandatory	2	Alternative of 091 and 094 may be used
Y/502/0189	091	Computer Basics (based on Microsoft Digital Literacy)	Mandatory	1	Cannot be used as an option if used as mandatory
Y/502/0192	094	Computer Security and Privacy (based on Microsoft Digital Literacy)	Mandatory	1	Cannot be used as an option if used as mandatory
J/502/0169	002	Database software	Optional	2	
Y/502/0175	003	Desktop publishing software	Optional	2	
H/502/0177	004	Audio and video software	Optional	2	
L/502/0173	005	Design and imaging software	Optional	2	
J/502/0172	006	Using e-mail	Optional	1	
F/502/0171	007	Using the Internet	Optional	1	Cannot be used with 092

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
D/502/0176	008	Using mobile IT devices	Optional	1	
A/502/0170	009	Presentation software	Optional	2	
F/502/0168	010	Spreadsheet software	Optional	2	
A/502/0167	011	Word processing software	Optional	2	
J/502/2214	012	Personal information management software	Optional	1	
L/502/2215	013	Specialist/bespoke software	Optional	2	
R/502/2216	014	Data management software	Optional	2	
Y/502/0189	091	Computer Basics (based on Microsoft Digital Literacy)	Optional	1	Cannot not be used as an option if taken as Mandatory
L/502/0190	092	The Internet and World Wide Web (based on Microsoft Digital Literacy)	Optional	1	Cannot be used with 007
R/502/0191	093	Productivity programmes (based on Microsoft Digital Literacy)	Optional	1	
Y/502/0192	094	Computer Security and Privacy (based on Microsoft Digital Literacy)	Optional	1	Cannot not be used as an option if taken as Mandatory
D/502/0193	095	Digital Lifestyle (based on Microsoft Digital Literacy)	Optional	1	

Note: Start IT (iTQ) Entry Level 3 Certificate for IT Users allows a candidate to take units from ITQ Level 1 to the value of 4 credits.

1.2 Opportunities for progression

On completion of these qualifications candidates may progress into employment or to the following City & Guilds qualifications:

- Start IT (iTQ) Entry Level 3 Award/Certificate for IT Users – 4249-01
- Level 1 iTQ Award/Certificate/Diploma for IT Users – 7574-01
- Level 1 IT User Apprenticeship - ITQ for Life – 9034-01
- Level 1 Award in IT Systems Support - PC Maintenance – 7276-11
- Essential Skills ICT (Northern Ireland) – 3800-60

1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

Description	How to access
Assignment guide for centres and candidates	www.cityandguilds.com
Fast track approval forms	www.cityandguilds.com
Candidate logbook/recording forms	www.cityandguilds.com - (EN-01-4249)
My Guide – Online basics course	www.myguide.gov.uk
Microsoft Digital Literacy Curriculum	www.microsoft.com/uk/education/learning/dlc.mspx

1.4 Suggested course content

The Online basics unit was developed by e-skills UK in response to a requirement to create a qualification for the My Guide Online basics programme. While the unit outcomes and assessment criteria do not look for evidence of the whole of the Online basics programme, it is expected that those creating their own course should also include:

- Competent use of mouse and keyboard
 - especially use of TAB key to move around the screen
- Use of a search engine
 - benefits of their use
 - ability to use more than one
 - searches within specific websites
 - saving images and files
- Use of email
 - opening attachments
 - including attachments
 - managing folders
 - email packages – system specific and Internet
- Security
 - Data protection (1998) basics
 - Freedom of information Act (2000) basics
 - secure online payments and other secure areas
 - child safety online

Teaching Guidance is provided at the end of the unit and this provides more detailed suggestions of what is required for a candidate to achieve the Online basics unit and this qualification.

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification and any resources that Centres will need in place to offer the qualification including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification **Certificate in Start IT(4248)** may apply for approval for the new **Start IT (iTQ) – Entry Level 3 Award/Certificate for IT Users (4249)** using the **fast track approval form**, available from the City & Guilds website, which includes the **Start IT (iTQ) - Entry Level 3 Award in Online basics (4249)**.

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
- 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 (QAP). It is the centre's responsibility to check that fast track approval is still current at the time of application.

2.1 Resource requirements

Physical resources and site agreements

Centres must provide access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

It is acceptable for centres to use specially designated areas within a centre to assess, for example, the installation of computers specifically to test criteria that can not be undertaken on workstations connected to the centre's network due to the restrictions placed on them. The equipment should be capable of being used under normal working conditions, for example should have a standard operating system and some common productivity software tools installed.

Any special assessment requirements will be outlined in the individual assignment guides for assessors.

Human resources

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

- be technically competent in the area 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
- hold the ITQ Certificate for IT users at Level 2 or one level above the training being delivered or an equivalent qualification
- have recent relevant experience in the specific area they will be assessing
- be occupationally knowledgeable in the area of IT and its common use 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

While 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 are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

2.2 Candidate entry requirements

Candidates 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 candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the process or the environment.

Centres and candidates should be fully aware of minimum age requirements in their home nation and any implications for completing assessments.

Other legal considerations

The following legal considerations apply to this qualification.

- o Centres and candidates should be aware of local health & safety guidelines concerning the use of computers
- o time constraints or recommendations
- o seating used and its setup
- o lighting in the environment where the computer is being used
- o safe use of electrical equipment as a whole

3 Units

Availability of units

The units, along with their learning outcomes and assessment criteria for this qualification follow.

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) www.accreditedqualifications.org.uk

Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- level, credit value
- unit aim
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Summary of Start IT (iTQ) - Entry Level 3 Award/Certificate for IT Users (4249) unit

City & Guilds unit number	Title	QCF unit number	Credits
015	Online basics	Y/601/2149	1

Summary of other Start IT (iTQ) Entry Level 3 units

City & Guilds unit number	Title	QCF unit number	Credits
001	IT User Fundamentals	T/502/0166	2
002	Database software	J/502/0169	2
003	Desktop publishing software	Y/502/0175	2
004	Audio and video software	H/502/0177	2
005	Design and imaging software	L/502/0173	2
006	Using e-mail	J/502/0172	1
007	Using the Internet	F/502/0171	1
008	Using mobile IT devices	D/502/0176	1
009	Presentation software	A/502/0170	2
010	Spreadsheet software	F/502/0168	2
011	Word processing software	A/502/0167	2
012	Personal information management software	J/502/2214	1
013	Specialist/bespoke software	L/502/2215	2
014	Data management software	R/502/2216	2

City & Guilds unit number	Title	QCF unit number	Credits
091	Computer basics (Microsoft)	Y/502/0189	1
092	The Internet and World Wide Web (Microsoft)	L/502/0190	1
093	Productivity programmes (Microsoft)	R/502/0191	1
094	Computer security and privacy (Microsoft)	Y/502/0192	1
095	Digital lifestyle (Microsoft)	D/502/0193	1

Summary of ITQ Level 1 units

City & Guilds unit number	Unit title	QCF unit number	Credit value
101	Improving productivity using IT	T/502/4153	3
102	IT User fundamentals	J/502/4206	3
103	Setting up an IT system	Y/502/4209	3
104	Optimise IT system performance	D/502/4244	2
105	Security for IT users	R/502/4256	1
106	IT communication fundamentals	Y/502/4291	2
107	Using the Internet	T/502/4296	3
108	Using email	J/502/4299	2
109	Using collaborative technologies	A/502/4378	3
110	Using mobile IT devices	H/502/4374	2
111	Personal information management software	Y/502/4369	2
112	IT software fundamentals	L/502/4384	3
113	Audio software	K/502/4389	2
114	Video software	K/502/4392	2
115	Bespoke software	A/502/4395	2
116	Specialist software	L/502/4398	2
117	Computer accounting software	F/502/4401	2
118	Data management software	F/502/4558	2
119	Database software	H/502/4553	3
120	Design software	M/502/4572	3
121	Imaging software	J/502/4612	3
122	Desktop publishing software	Y/502/4565	3
123	Drawing and planning software	J/502/4609	2
124	Multimedia software	Y/502/4615	3
125	Presentation software	K/502/4621	3
126	Project management software	K/502/4618	3
127	Spreadsheet software	A/502/4624	3
128	Website software	L/502/4630	3
129	Word processing software	L/502/4627	3

Level 1 unit details

The Outcome & Assessment criteria and teaching guidance details for the Level 1 units can be found in the **SP-7574-01 iTQ Level 1 Scheme Handbook 201002 (v2.1)** available at www.cityandguilds.com/itq.

Unit 015

Online basics

Level:

Entry Level 3

Credit value: 1

Unit aims

This unit is about the skills and knowledge required to use simple tools and techniques to find information on the internet to meet requirements, and send and receive email messages with appropriate support and guidance when needed.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will be able to:

1. Use an online IT system to meet needs
2. Search for and use internet-based information
3. Use e-mail to communicate and exchange information

Guided learning hours

It is recommended that **9** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the Entry Level 3 standards devised by e-Skills UK and City & Guilds, which are based on the Level 1 National Occupational Standards for IT users.

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by e-Skills UK, the Sector Skills Council for IT and Telecoms.

Assessment

This unit will be assessed by either:

- an assignment covering practical skills and underpinning knowledge
- portfolio of evidence
- centre created scenarios
- centre observed My Guide Online basic assessments

Unit 015 Online basics

Learning outcomes and assessment criteria

Outcome 1 Use an online IT system to meet needs

The learner can:

1. Start an online IT system or application and close it down appropriately when finished
2. Set and use a password where necessary
3. Work safely and responsibly online

Outcome 2 Search for and use internet-based information

The learner can:

1. Choose appropriate sources of IT-based information to meet needs
2. Use browser software to navigate web pages and find required information
3. Select and use information which is reliable and fit for purpose

Outcome 3 Use e-mail to communicate and exchange information

1. Open and read e-mail messages
2. Create and send e-mail messages
3. Enter and edit text to meet needs

Unit 015 Online basics

Guidance notes

The following guidance is not a prescriptive list of activities; they are suggested areas that a learner could show competence in to achieve this unit. Centres may use some or all these activities or some of their own devising to teach and help learners complete this unit successfully.

Outcome 1 Use an online IT system to meet needs

The learner is required to demonstrate they understand and are able to:

- **Start and close down online system**
 - Understand and demonstrate how to access the Internet from a personal computer
 - Close down software used and system
 - Look at a variety of Internet browsers
 - ☞ Why you would use certain browsers over others – such as amount of results provided, advertising, sponsored links
- **Set up and use a password**
 - Use a login facility to access a system
 - Understand why logins are used
 - ☞ Making use of usernames and passwords (especially the use of appropriately strong passwords)
- **Working safely online**
 - Identify threats to Internet user safety, such as
 - ☞ 'cyberbullying'
 - ☞ inappropriate behaviour
 - ☞ grooming, phishing
 - ☞ identify theft
 - ☞ hackers
 - ☞ financial deception or similar activities
 - ☞ viruses or other malicious programmes – how are they delivered
 - Understand the need to maintain a secure working environment when using the Internet, such as
 - ☞ keeping backups of important information
 - ☞ Anti-virus software
 - ☞ Firewalls
 - ☞ Spyware
 - Know the basics about finding who holds personal information about an individual and how to access and/or correct it
 - ☞ Data Protection Act (1998)
 - ☞ Freedom of Information Act (2000)
 - Identify basic safety precautions for Internet use:
 - ☞ who may have access to information shown
 - ☞ downloading programmes or files from unknown sources or other similar activities
 - ☞ checking for secure online payment and other secure areas
 - ☞ child safety online – user set up, use of chat rooms, meeting chat buddies
 - › **www.virtualglobaltaskforce.com** and **www.getsafeonline.org** for some ideas and details
 - Identify and work within the local guidelines for Internet use
 - ☞ Security
 - ☞ Downloading
 - ☞ health and safety
 - ☞ as well as a basic awareness of laws that relate to information on the Internet, such as Copyright or other similar laws

Unit 015 Online basics

Guidance notes

The following guidance is not a prescriptive list of activities; they are suggested areas that a learner could show competence in to achieve this unit. Centres may use some or all these activities or some of their own devising to teach and help learners complete this unit successfully.

Outcome 2 Search for and use internet-based information

The learner is required to demonstrate they understand and are able to:

- **Choose appropriate sources of IT-based information to meet needs**
 - Use Internet browser
 - ☞ Use browser search and benefits of search engines
 - › general search (eg. Using a single word)
 - › refine search (eg. Use more words to make it more specific or use quotes)
 - ☞ Find specific:
 - › organisations
 - › products
 - › places
 - › follow links or options
- **Use browser software to navigate web pages and find required information**
 - Use of different browsers
 - ☞ most popular vs others (eg. get more results with some, sponsored links, advertising)
 - Use basic browser tools
 - ☞ Back, Forward, Refresh, Stop, Homepage, Address bar and Search bar
 - ☞ Search within a website for specific details
 - › what is the difference between this and browser search?
 - Other key browser functions
 - ☞ use URL/ web address
 - ☞ bookmark or favorites
 - ☞ new window or tab
- **Select and use information which is reliable and fit for purpose**
 - Identify what makes a reliable source of information
 - Find specific information using appropriate website
 - ☞ Search within a website for specific details
 - › what is the difference between this and browser search?
 - Save images or files for later use
 - ☞ consider what would be needed if the image or file required editing

Outcome 3 Use e-mail to communicate and exchange information

The learner is required to demonstrate they understand and are able to:

- **Open and read e-mail messages**
 - Use appropriate mouse and/or keyboard techniques to open an email
 - Decide on priorities when faced with responding to multiple emails
- **Create and send e-mail messages**
 - Compose an email using appropriate language and send to a recipient
 - Use To:, Cc and Subject appropriately
- **Enter and edit text to meet needs**
 - Add or edit text of received email and demonstrate the use Reply, Reply All and Forward
 - Check for errors, using suitable tools, such as a spell checker

4 Assessment

4.1 Summary of assessment methods

Unit No.	Title	Assessment Method	Where to obtain assessment materials
		Externally set assignment, locally marked and externally verified. <ul style="list-style-type: none"> ▪ Assignments cover practical activities for all outcomes and samples underpinning knowledge to verify coverage of the unit. 	Download assignment versions A or B from www.cityandguilds.com
		Work based or real work evidence to cover all outcomes and assessment criteria that will be externally verified	
015	Online basics	Centre created scenarios to cover all outcomes and assessment criteria that will be externally verified	
		My Guide Online basics learning log of achievement, if completed within a City & Guilds approved centre	www.myguide.gov.uk

Time constraints

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

- It is anticipated that time to complete the assignments will be as follows

Units	Assessment method	Anticipated Time
15	Practical assignment	1 hour

- Whether using assignments or real work evidence, Centre staff should guide candidates 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 candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.
- Where a candidate has been found to have learning difficulties, Centres should refer to the City & Guilds' *Access to assessment and qualifications guidance and regulations* document that is available on the City & Guilds website. It 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.

4.2 Assessment information

The assignments and multiple choice test papers for Start IT (iTQ) - Entry Level 3 Award in Online basics, Start IT (iTQ) - Entry Level 3 Award/Certificate for IT Users (4249) are available on the City & Guilds website via www.cityandguilds.com/StartIT.

There are two possible assignments for 015, which are graded pass/fail only. Where a candidate needs to be reassessed it is advised that they should undertake a different assignment to that previously taken.

There is no penalty if a candidate is required to undertake more than one reassessment; they will still be graded pass/fail.

4.3 Evidence requirements

Where the qualification is being undertaken using work based or real work evidence to meet the outcomes and assessment criteria Centres should;

- ensure they and the candidates understand what is expected for the units chosen as stated in the outcomes and assessment criteria for the unit (section 3 Units)
- explain to candidates that all assessment criteria need to be completed successfully
- inform the External Verifier that simulations or centre created scenarios may be used to gather the required evidence
- understand that real work denotes producing a piece of work to a predefined purpose and need not be work related
- make use of e-portfolios where possible or store candidates information in an area set up specifically for them

4.4 My Guide Online basics learning log

The My Guide programme provides both e-learning and e-assessment, which can be used to teach and assess this qualification. While the learning may be done wherever a candidate can gain computer access, the assessment needs to be done in a City & Guilds approved centre to prove achievement of this qualification. Other assessment methods are available even if the main method of teaching is through the My Guide Online basics course.

4.5 Test specifications

The syllabus for unit 015 is covered 100% across the practical assignments provided for this qualification.

4.6 Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at:
www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of recording forms specifically for this qualifications; *Recording forms for Start IT (iTQ) Entry Level 3 for IT Users (EN-01-4249)* for new and existing centres to use as appropriate.

The *Recording forms* for Start IT (iTQ) are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.

5 Course design and delivery

5.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate 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 candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate 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 candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available on the City & Guilds website.

5 Course design and delivery

5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification

or use the Online basics e-learning course at **www.myguide.gov.uk**.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards – Key Skills, Core Skills, Essential Skills (NI or W) or Functional Skills or other related qualifications. Relationship tables are provided in Appendix 1 Relationships to other qualifications to assist centres with the design and delivery of the qualification.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

Appendix 1 Relationships to other qualifications

National Curriculum (England)

Key Stage 4 signposting – for Start IT (ITQ)

This qualification includes opportunities to develop and practise many of the underlying skills and techniques for Key Stage 4.

Unit number	1.1 Capability	1,2 Communication and collaboration	1.3 Exploring ideas and manipulating information
001	L01, L03, L04		
002	L01		L01
003	L01,		
004	L01,		L02
005	L01,L02		
006	L01,	L01	
007	L01,L02,L03	L04	
008	L01	L01,L02,L03	
009	L01	L01,L02	L03
010	L01,L03		
011	L01,L03		
012	L01	L02	
013	L01		
014	L01		
091		L05	
092	L02,L03	L04	
093	L02,L03,L04,L05,L06		
094			
095			

Unit number	1.4 Impact of technology	1.5 Critical evaluation	2.1 Finding information
001	L03, L04		
002		L01	L02
003	L02	L03	L01,
004	L02		
005	L01	L01	L01
006	L01	L03	L01
007	L05		L03
008	L02		
009	L01	L03	L01
010		L03	L01, L03
011		L01	L01
012	L03	L03	L01, L02, L03
013	L01		L02
014	L01		L01
091	L01,L04		
092	L02	L02	L02
093			
094	L01,L02,L03,L04,L05		
095			

Unit number	2.2 Developing ideas	2.3 Communicating information	2.4 Evaluating
001	L01	L01	
002		L02,	L01
003	L02	L03	L03
004	L02	L02, L03	L02,L03
005	L02	L02	L01
006	L01	L01,L02	
007	L05	L01, L03, L04	
008	L01,L02,L03	L01,L03	
009	L01, L02	L03	L03
010	L01, L02,L03	L02, L03	L03
011	L01, L02, L03	L01,L02,L03	L03
012	L01,L02,L03	L01,L02,L03	
013	L01,L02	L01,L02	
014	L01,L02	L02	
091		L02,L04	
092	L02,L03	L01,L02,L03,L04	
093		L01,L02,L04,L05,L06	
094			
095		L01,L02,L03,L04,L05	

Unit number/ and title	3 Range and content	4 Curriculum opportunities	
001	L02, L03		
002			
003	L02		
004	L02	L01	
005	L01	L01	
006	L02		
007	L05		
008	L01, L02,L03,L04		
009	L01		
010	L01		
011	L01,		
012	L01,L02,L03		
013	L01,L02		
014	L01		
091	L04	L04	
092			
093			
094			
095		L05	

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 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 candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Providing City & Guilds qualifications – a guide to centre and qualification approval 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 candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

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

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

- **Walled Garden**
Find out how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF)**
Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events**
Contains dates and information on the latest Centre events

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> • Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> • Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> • Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, e-mail: feedbackandcomplaints@cityandguilds.com

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Skills for a brighter future



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and training

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