Level 4 Diploma in Hospitality Management (7148-41)

Candidate logbook

600/6626/X

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).

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 4 Diploma in Hospitality Management (7148-41)**. It contains forms you can use to record your evidence of what you have done.

There are 54 units in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for the Level 4 qualification.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2   Units

To achieve the **Level 4 Diploma in Hospitality Management (7148-41)**, learners must achieve **59** credits. They must complete **22** credits from the mandatory units, a minimum of **14** credits from Optional Group A, a minimum of **8** credits from Optional Group B and the remaining **15** credits from either Optional Group A or Optional Group B.

Mandatory units are available in this logbook. Optional units can be downloaded in a ZIP folder from **www.cityandguilds.com**

Note:
Unit (404) has been replaced by unit (504).
Unit (418) has been replaced by unit (518).
Unit (419) has been replaced by unit (519).
Unit (420) has been replaced by unit (520).
Unit (421) has been replaced by unit (521).
Unit (422) has been replaced by unit (522).
Unit (427) has been replaced by unit (527).

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory group		
401	Manage the performance of teams and individuals		6
402	Work as part of a hospitality management team to achieve strategic goals		6
403	Manage compliance with regulatory and legislative requirements in hospitality		6
404/504	Manage own professional development within an organisation		4
	Optional Group A		
405	Manage purchasing costs in hospitality		9
406	Manage the payroll costs of a hospitality team		8
407	Manage staffing rotas for a hospitality team		6
408	Manage feedback from customers of hospitality services		8
409	Manage a team meeting		3
410	Recruit and select hospitality staff		8
411	Devise and implement training and development plans		7
412	Information systems management in hospitality		11
413	Determine market opportunities for hospitality services		11
414	Maximise sales and profit from hospitality services		10
415	Manage operational aspects of hospitality premises refurbishment programmes		9
416	Manage supplier contracts		7
417	Manage hospitality functions		8
418/518	Manage physical resources		3
419/519	Implement change in own area of responsibility		6
420/520	Managing grievance procedures		3
421/521	Know how to follow disciplinary procedures		4
422/522	Manage a budget for own area or activity of work		7
423	Handle referred customer complaints		10
424	Use customer service as a competitive tool		8
425	Organise the promotion of additional services or products to customers		7
426	Review the quality of customer service		8
427/527	Manage the environmental impact of work activities		5
428	Employment rights & responsibilities in the hospitality, leisure, travel and tourism sector		2
	Optional Group B		
429	Design, implement and manage a food safety management system		7
430	Develop and create innovative dishes and recipes		11
431	Develop menus to meet the organisation's cost requirements		10

432	Manage the presentation and portion size of dishes	7
433	Manage a team to prepare, cook and present food	12
434	Current hospitality industry and food trends	10
435	Plan and design food production areas	8
436	Manage customer profile information to improve service	11
437	Manage statutory fire and security procedures for a hospitality establishment	9
438	Manage arrivals and departures of guests to maximise revenue	9
439	Manage the billing and payment processes	10
440	Manage front of house and guest relations	10
441	Manage the reservation systems	7
442	Implement and manage housekeeping procedures in hospitality	8
443	Manage the security and privacy of hospitality guests	4
444	Manage room availability to maximise revenue potential	5
445	Monitor maintenance and repair work within a hospitality premises	6
446	Manage the provision of additional services	4
447	Manage the linen service	4
448	Manage the supply of uniforms and housekeeping of staff areas	4
449	Manage a food and beverage service	7
450	Manage the organisation of the food and beverage service area	6
451	Develop beverage lists to complement menus	6
452	Manage the production and presentation of menus	6
453	Manage cellar and beverage operations	7
454	Develop enhanced levels of food and beverage service	7

3 The assessment process

The following people at your centre will explain the assessment process and help you achieve your units.

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your units. You may have more than one assessor/tutor depending on which units you take or you may be assessed by a person who is not your tutor.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4   Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

5   Candidate progress record

Level 4 Diploma in Hospitality Management (7148-41)

Units	401	402	403	404/504
Credits	**6**	**6**	**6**	4
Total Credits Achieved:				

Minimum 22 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 401   Manage the performance of teams and individuals

6 credits

Outcome 1   Be able to set objectives and work plans with teams and individuals

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 facilitate the development of SMART objectives and work plans with team members						
1.2 confirm that the objectives, work plans and schedules meet:						
a) equal opportunities legislation						
b) team members' abilities and development needs						
c) organisational objectives.						
Type of evidence ➔						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 2   Be able to communicate, manage and evaluate objectives and work plans

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
2.1 present organisational objectives and work plans to team members						
2.2 complete documentation as required by an organisation						
2.3 confirm at appropriate intervals that team members understand and are committed to objectives and work plans						
2.4 provide advice to team members on how to achieve objectives						
2.5 evaluate objectives and work plans regularly, taking into account individual, team and organisational changes						
2.6 monitor objectives and work plans to give equality of opportunity to all team members						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 3   Be able to assess the performance of teams and individuals against objectives and work plans

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
3.1 explain the purpose of monitoring and assessment of performance to teams and individuals						
3.2 give team members the opportunity to monitor and assess own performance against SMART objectives and work plans						
3.3 conduct assessments against agreed criteria at appropriate times						
3.4 ensure that performance assessments take account of team members' personal circumstances in line with organisational constraints						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 4   Be able to provide feedback to teams and individuals on performance in line with organisational guidelines

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 provide feedback to team members, giving individuals an opportunity to respond						
4.2 manage poor performance and performance above expectation, in line with an organisation's guidelines						
4.3 agree actions for improved performance with team members						
Type of evidence ➔						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 5   Understand how to agree and set objectives and work plans with teams and individuals

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
5.1 explain which factors to consider when developing objectives and work plans for the short, medium and long term which are realistic and achievable		
5.2 describe the types of issues that teams and individuals may need advice and guidance on how to achieve objectives		
5.3 identify methods that can be used to clearly communicate to team members		
5.4 explain the importance of following legal and organisational policy relating to equal opportunities when agreeing objectives and work plans		
5.5 explain the importance of consulting teams and individuals to encourage involvement in the development of their own objectives and work plans		
5.6 explain how to match objectives and work plans to teams and individuals' abilities and development needs		
5.7 identify organisational constraints that have an impact on objectives and work plans		
5.8 explain the implications for work planning when managing teams and individuals outside own area of responsibility		
5.9 explain the importance of accurately completing documentation and why copies should be retained.		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 6   Understand how to assess the performance of teams and individuals

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
6.1 explain why it is important to monitor and assess the on-going performance of team members		
6.2 explain how to make fair and objective assessments when assessing team and individuals, taking into account their personal circumstances		
6.3 evaluate different methods of monitoring and assessment		
6.4 identify the key information needed to assess performance		
6.5 identify the sources of obtaining key information, which can be validated for assessment purposes		
6.6 explain how to enable team members to monitor and assess their own performance.		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 7   Understand how to provide feedback to teams and individuals on performance

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
7.1 evaluate methods for providing positive and negative feedback to teams and individuals		
7.2 explain how to provide clear and accurate feedback in a way which demonstrates respect, confidentiality and acknowledges personal circumstances		
7.3 evaluate methods to motivate team and individuals and gain their on-going commitment when providing feedback		
7.4 explain the importance of providing constructive suggestions on how to improve performance giving teams and individuals the opportunity to suggest how they could improve their own performance.		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 402 Work as part of a hospitality management team to achieve strategic goals

6 credits

Outcome 1 Be able to participate in management team meetings

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
1.1 prepare for meetings in readiness to contribute to agenda items						
1.2 present information, to meet the requirements of the meeting						
1.3 articulate opinions, risks and issues, representing the interests of others, ensuring that proposed steps for resolution are discussed						
1.4 respond to information and opinions provided by colleagues						
1.5 communicate information in a timely manner to the relevant people, in line with any communication protocol agreed at the meeting.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 2 Be able to work interactively with the management team

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
2.1 work with other members of the team to achieve organisational objectives						
2.2 work with the management team to achieve strategic goals						
2.3 participate in ad-hoc management team meetings as required.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 3   Be able to recruit and develop team members

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
3.1 confirm that the team's recruitment needs are:						
a) discussed and justified with the management team						
b) factored into the organisation's recruitment plans						
c) based on approved budgets						
3.2 monitor that own teams' training and development plans are aligned with other teams and with the organisation's objectives						
3.3 benchmark own team's performance against others teams to confirm that it is maintaining the organisation's standards						
3.4 seek advice on identified disparities in the team's performance from management colleagues.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 4   Be able to take responsibility for the management team at periodic times

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
4.1 clarify instructions from management team colleagues						
4.2 monitor the effective operation of work activities						
4.3 respond to queries and unplanned events in line with organisational policies and procedures						
4.4 develop reports of key activities.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 5　Understand how to participate in management team meetings

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
5.1 explain ways of preparing for potential agenda items to achieve the required result at meeting		
5.2 explain how to prioritise information in own area of responsibility to raise at meetings		
5.3 explain the importance of consulting members of own team that have an interest in agenda items		
5.4 explain the importance of setting objectives for a meeting		
5.5 explain the importance of articulating any issues and problems emerging from discussion		
5.6 outline how to help resolve problems that emerge during management meetings		
5.7 explain why it is important to respond constructively to information and opinions provided by other people		
5.8 explain how to communicate decisions in an appropriate manner in line with communication protocol agreed at the meeting.		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 6　Understand how to work interactively with the management team

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
6.1 describe the type of crisis management issues that require the suspension of normal duties to achieve resolution		
6.2 explain when management colleagues can assist in dealing with conflict within own team		
6.3 describe ways to offer assistance to management colleagues in a supportive and non-judgemental manner		
6.4 evaluate the organisation's procedures for managing large functions or events		
6.5 explain how to make contribution to management meetings, to address key priorities when they are called at short notice		
6.6 explain how to align team objectives with organisational objectives, cascading these appropriately through the team structure		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 7　　Understand how to review own team's performance

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
7.1 assess the alignment of recruitment needs of own team with those of other teams, to support organisational objectives and budgets		
7.2 examine own team's performance through internal benchmarking		
7.3 identify ways to rectify discrepancies to improve own team's performance		
Type of evidence ➜		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 402   Work as part of a hospitality management team to achieve strategic goals

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Candidate Signature:	
Date:	

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Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 403 Manage compliance with regulatory and legislative requirements in hospitality

6 credits

Outcome 1 Be able to keep up to date with regulatory and legislative requirements

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
1.1 select and justify methods to keep up to date with regulatory and legislative requirements in hospitality						
1.2 use selected methods to monitor new developments relating to regulatory and legislative requirements in hospitality						
1.3 review relevance of current regulatory and legislative requirements for own area of responsibility.						
Type of evidence ➔						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 2 Be able to monitor team member's compliance to regulatory and legislative requirements

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
2.1 develop policies and procedures to ensure team members meet all regulatory and legislative requirements						
2.2 confirm the delivery of all regulatory and compliance training, including refresher training						
2.3 check that team members understand relevant regulatory and legislative requirements before working in related areas						
2.4 maintain records, as required by the guidelines for due diligence contained in relevant legislation and regulations						
2.5 evaluate team member's performance in relation to regulatory and legislative requirements						
Type of evidence ➔						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 3   Be able to plan for and action outcomes of regulatory and legislative inspections and compliance visits

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
3.1 prepare for inspections and compliance visits ensuring that own area of responsibility meets requirements						
3.2 respond to issues raised by inspection and compliance visits						
3.3 report on areas that are not compliant to relevant colleagues						
3.4 propose changes that will improve compliance with regulatory and legislative requirements, as necessary						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 4   Understand how to monitor an organisation's compliance to regulatory and legislative requirements

Assessment criteria (Knowledge) **The learner can:**	Portfolio reference	
4.1 explain the regulatory and legislative requirements relating to a hospitality organisation		
4.2 explain the sources of information that may be used to keep up to date with regulation and legislation that impacts the hospitality industry		
4.3 explain the consequences of non-compliance to regulatory and legislative requirements		
4.4 identify compliance matters that should be escalated, because of the potential impact on the organisation.		
Type of evidence ➜		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 5 Understand how to manage team member's compliance to regulatory and legislative requirements

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
5.1 evaluate methods for checking team members' understanding of relevant regulatory and legislative requirements		
5.2 explain own responsibility for the team's compliance with regulatory and legislative requirements		
5.3 explain consequences of not conveying compliance messages to team members		
5.4 identify methods to evaluate teams' performance in relation to regulatory and legislative requirements		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 6 Understand how to plan for and action outcomes of regulatory and legislative inspections and compliance visits

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
6.1 explain the key factors in preparing for inspections and compliance visits, in line with relevant criteria		
6.2 explain how to maintain future compliance when issues are raised at inspections and compliance visits		
6.3 evaluate the organisation's reporting process following inspection and compliance visits		
Type of evidence ➔		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 403   Manage compliance with regulatory and legislative requirements in hospitality

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Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 404/504   Manage own professional development within an organisation

4 credits

Outcome 1   Be able to assess own career goals and personal development

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
1.1 identify own career and personal goals						
1.2 assess how own career goals affect work role and professional development.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 2   Be able to set personal work objectives

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
2.1 agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) personal work objectives in line with organisational objectives.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 3   Be able to produce a personal development plan

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
3.1 identify gaps between objectives set, own current knowledge and skills						
3.2 produce a development plan.						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 4   Be able to implement and monitor own personal development plan

Assessment criteria (Performance)	Evidence date					
The learner can:	**Portfolio reference**					
4.1 plan activities identified in own development plan						
4.2 explain how to monitor and review own personal development plan						
Type of evidence ➜						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 404/504 Manage own professional development within an organisation

Declaration

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Appendix 1   Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **www.cityandguilds.com**, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **www.cityandguilds.com**, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **www.cityandguilds.com** or is available from the City & Guilds Customer Relations Team or your centre.

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

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