

Level 1 Certificate in Reception Services 8067- 01

Qualification Handbook

September 2017 Version 2.4



Qualification at a glance

Subject area	Reception and Front Office
City & Guilds number	8067
Age group approved	16+
Assessment	Practical assignments and synoptic test
Fast track	Available
Support materials	Centre Handbook, Candidate Logbook and Smartscreen
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Level and title	GLH	TQT	City & Guilds number	Qualification accreditation number
Level 1 Certificate in Reception Services	125	138	8067-01	600/4873/6

Version number	Changes made	Section
2.1 (May 2012)	New resource requirements	Centre Requirements
2.2 (June 2012)	Small changes to range in Unit 104	Units
2.3 (July 2013)	Centre guidance	Units
2.4 (September 2017)	Added GLH and TQT details	Qualification at a glance and Introduction



Contents

1	Introduction	4
2	Structure	5
3	Centre requirements	6
	Approval	6
	Resource requirements	6
	Candidate entry requirements	7
4	Delivering the qualification	9
	Initial assessment and induction	9
	Support materials	9
5	Assessment	10
	Assessment of the qualification	10
6	Units	11
Unit 102	Safety at work	12
Unit 103	Customer service in hospitality and catering industry	15
Unit 104	Introduction to equipment used in reception	17
Unit 106	Provide information to guests	20
Unit 107	Store and handle guest property	22
Unit 201	Introduction to the hospitality and catering industry	24
Unit 108	Reception service principles	27
Appendix 1	Sources of general information	28



1 Introduction

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

Area	Description
Who is the qualification for?	The Level 1 Certificate in Reception Services is for candidates who want to begin a career within the hospitality industry, specialising in accommodation services. They will wish to progress as a qualified receptionist. Candidates are required to demonstrate the ability to perform the necessary practical skills and the knowledge required to complete the assessments.
What does the qualification cover?	The qualifications cover an introduction to the hospitality and catering industry, safety at work, customer service in the hospitality and catering industry, introduction to equipment used in reception, providing information to guests, storing and handling guest property.
What opportunities for progression are there?	On completion of this qualification candidates may progress into employment as a trainee, or to the following City & Guilds qualifications: <ul style="list-style-type: none">• City & Guilds Level 2 Diploma in Reception Services 8068-02• City and Guilds Certificate in Hospitality and Catering Principles 7091-02.



2 Structure

To achieve the Level 1 Certificate in Reception Operation Services learners must achieve all of the units listed in the table below.

Level 1 Certificate in Reception Services				
City & Guilds unit number	Unit accreditation number	Unit title	Notional learning hours	Guided learning hours
102	K/503/7563	Safety at work	50	30
103	J/503/7568	Customer service in hospitality and catering industry	30	25
104	D/503/7821	Introduction to equipment used in reception	40	20
106	H/503/7822	Provide information to guests	40	20
107	K/503/7823	Store and handle guest property	15	10
201	Y/503/7574	Introduction to the hospitality and catering industry	30	20
108	Assessment	Reception service principles	N/A	

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 1 Certificate in Reception Services	125	138



3 Centre requirements

Approval

If your Centre is approved to offer the qualification:

- (7067-31) Level 1 IVQ Certificate in Reception Operations and Services (500/5750/9)

you can apply for approval for the new

- (8067-01) Level 1 Certificate in Reception Services

using the fast track approval form, available from the City & Guilds website.

Centres should use the Fast Track Form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the Fast Track Form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

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

Resource requirements

Resources

This qualification is aimed at candidates who will be entering the industry and so it is important that they gain their experience in a professional setting. They should use appropriate equipment.

When being assessed candidates will need to have sufficient space to work efficiently and in a safe manner.

As a minimum, it is expected that centres seeking approval for this qualification have access to a well-equipped office style area including:

- communication tools for example, email, phone, pager, memos, fax, 2 way radio

- general office equipment including computers, copiers, fax machines
- office stationery
- exemplar hotel stationery, for example, lost property book, luggage receipts, invoices and receipts
- suitable and secure storage facilities
- small and large office equipment- it is recommended that centres review the range of equipment requirements against each unit within this qualification as it may be necessary to purchase additional equipment in order to offer the qualification.
- Health, Safety and Security equipment to include PPE if required, legal signage and fire safety
- a range of customers with a variety of specific requirements

Centres should be able to maintain paper system stock levels to allow all candidates to complete realistic activities.

Centres wishing to deliver these qualifications must ensure that they have the staff and facilities to deliver the practical elements of the course. If there are no facilities within the centre to deliver the activities in a realistic working environment we recommend developing links with local industry to provide hands-on experience.

Centre staffing

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

be occupationally competent or technically knowledgeable in the area for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered

- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

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.

Candidate entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as these qualifications are not approved for under 16s.



4 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualification.
- any units they have already completed, or credit they have accumulated which is relevant to the qualification.
- the appropriate type and level of qualification.

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

Support materials

The following resources are available for this qualification:

Description	How to access
Assessment Pack	Website www.cityandguilds.com
Candidate logbook	Website www.cityandguilds.com
SmartScreen	www.smartscreen.co.uk



5 Assessment

Assessment of the qualification

L1 8067 Certificate in Reception Services	
<p>Practical assignments</p> <p>Learners are required to successfully complete practical assignments to be assessed in centre. The Assessment Pack which includes specific guidance, information and instructions can be located at www.cityandguilds.com</p>	<p>Externally set question papers</p> <p>Learners are required to successfully complete the following external examination:</p> <ul style="list-style-type: none">• Reception Services Principles 1 <p>Please refer to the International Directory on the Walled Garden for dates and times of each examination.</p> <p>Test specifications for each examination can be found in Appendix 1 of the Assessment Pack.</p>



6 Units

Structure of units

These units each have the following:

- City & Guilds reference number
- title
- Unit Accreditation Number (UAN)
- level
- notional learning hours
- guided learning hours
- unit aim
- learning outcomes which are comprised of a number of assessment criteria.

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use. This may be covered by a practical demonstration (e.g. video). For the practical assessments for this qualification, centres should ensure that there are sufficient resources to complete the task but are not required to use all the equipment or commodities in the range.

UAN:	K/503/7563
Level:	Level 1
Notional learning hours:	50
Guided learning hours:	30

Aim: The aim of this unit is to enable the learner to develop basic knowledge and understanding of the principles of health and safety in a hospitality and catering environment. The unit also introduces the learners to common hazards in the workplace and immediate action to be taken to ensure a healthy and safe workplace. The unit also covers the fire and emergency procedures

Note: learners will be expected to apply the knowledge from this unit to all other units of the qualification.

Learning outcome
The learner will: 1 Know how to work safely
Assessment criteria
The learner can: 1.1 state the importance of keeping the work area neat and tidy whilst working 1.2 state the use and importance of safety signs 1.3 list potential hazards in the workplace 1.4 list potential consequences of hazards in the workplace 1.5 state who to report accidents to 1.6 state what documentation should be completed in case of an accident 1.7 state the importance of training staff in health and safety 1.8 state when to check equipment and to whom damage should be reported 1.9 describe safe handling techniques for hazardous substances 1.10 describe how to store hazardous substances safely 1.11 state the importance of storing tools and equipment correctly after use.

Range
Use of safety signs Warning, prohibition (what you must not do), instruction, information.
Importance of safety signs To maintain health and safety.
Hazards Floors (different surfaces, spillages), machinery (maintenance, safety check, manufacturers' instructions), electricity (power points, appliances, cables, fuses), manual handling (movement and transportation of large or heavy items), tools/utensils (sharp objects), damaged equipment (frayed leads) personal hazards (incorrect uniform), handling gas.
Consequences of hazards Trips, slips, sprains, falls, burns, cuts, broken bones, electrocution, other injuries, abrasions.
Who to report accidents to Supervisor or manager, health and safety officer.
Documentation Accident report forms.
Importance of training staff in health and safety To ensure safe use of equipment and machinery, prevention of accidents to self and to others, legal requirements.
Check equipment Prior to use, during use, after use before storage.
To whom damage should be reported Supervisor or manager.
Handling techniques for hazardous substances Use Personal Protective Equipment (PPE), read instructions, store correctly, correct dilution rates.
Store On shelving, off floor, locked cupboard, in correct containers, correct labelling.
Importance of storing tools and equipment correctly To avoid accidents, to maintain the good state of repair, for security reasons.

Learning outcome
The learner will: 2 Know fire and emergency procedures
Assessment criteria
The learner can: 2.1 state what action to take in case of an emergency 2.2 identify the elements of the fire triangle and how they can be used to extinguish a fire 2.3 list different types of fires 2.4 list basic types of fire fighting equipment and when they should be used.

Range
Action Raise the alarm, follow evacuation procedures.
Emergency Fire, bomb threat, natural disaster, security, theft, public disturbance.
Elements Fuel (remove the source of fuel), oxygen (restrict the supply of oxygen by smothering), heat (remove the heat).
Types of fires Paper, wood, fat, electrical, gas, combustible chemicals.
Basic types of fire fighting equipment Fire blanket (fat fires), water (wood, paper), sand, foam, powder, carbon dioxide.

Unit 103

Customer service in hospitality and catering industry

UAN:	J/503/7568
Level:	Level 1
Notional learning hours	30
Guided learning hours	25
Aim:	The aim of this unit is to introduce the learner to the importance of good customer service in the Hospitality and Catering industry. The unit is to enable the learner to develop a general knowledge and understanding about customer service and the practical application to achieve a good standard of customer service.

Learning outcome
The learner will: 1. Know how to deal with customers
Assessment criteria
The learner can: 1.1 state the importance to businesses of maintaining good customer service 1.2 list the factors that contribute to a good first impression 1.3 state the principles of excellent customer service 1.4 identify the different types of customer and their needs 1.5 identify the types of problems that may cause customer complaints 1.6 state the process for dealing with customer complaints .
Range
Importance Satisfy customer needs, return business, reputation, perceived value for money, encourage good teamwork.
Factors Clean environment, clean smart staff (clean uniform), positive body language of staff – smile, eye contact, acknowledgement, use of names where applicable, appropriate communication style.
Excellent customer service Exceed customer expectations, staff are well trained (knowledge of product, legislation, codes of practice, customer service skills local area knowledge) good communication skills, keeping customers informed, good product/service knowledge.

<p>Customers Customers with routine needs – (standard services and products available) Customers with non routine needs (special request, special dietary needs, people with disabilities, lone customers, families with children, groups of people).</p> <p>Needs Products and services, special needs (for example food - religious, restrictive, allergies) accessibility (physical disability, partially sighted), language.</p> <p>Problems With products (room, food, drinks) with service –delays or mistakes in service, with staff – rude staff, inefficient staff.</p> <p>Dealing with customer complaints Listen (attentively) stay calm, identify the problem - in detail, show empathy (in what you say and do) apologise, deal with the situation quickly, inform others as appropriate.</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>2. Be able to deal with customers</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 greet customers in a professional, polite and friendly way</p> <p>2.2 deal with customer requests promptly and accurately</p> <p>2.3 provide customers with accurate information keeping them informed at all times</p> <p>2.4 communicate politely when dealing with customers.</p>

<p>Range</p> <p>Customers Internal customers – colleagues, peers, managers, people from other departments. External customers – paying customers, visitors, suppliers.</p> <p>Customer requests Customers with routine needs – (standard services and products available). Customers with non routine needs (special request, special dietary needs, people with disabilities, lone customers, families with children, groups of people).</p> <p>Information Standard products and services, additional products and services (special offers and promotions) reasons for delays in service, unavailable products and services, information requests.</p> <p>Communicate</p>
--

Face to face, over the telephone, in writing to internal customers – emails, memorandums.

Unit 104 Introduction to equipment used in reception

UAN:	D/503/7821
Level:	Level 1
Notional learning hours:	40
Guided learning hours:	20
Aim:	The aim of this unit is to introduce the learner to the operation of equipment used in the reception office. It includes the use of IT and other equipment and explores internet etiquette.

Learning outcome
The learner will: 1 Know about the equipment used in a reception area
Assessment criteria
The learner can: 1.1 list the office equipment routinely used in the reception area 1.2 state the purpose of using office equipment 1.3 identify how to store files and folders securely 1.4 state the importance of keeping information securely in storage systems 1.5 state the problems that can happen when using equipment 1.6 list the benefits of using the internet in the workplace 1.7 identify correct email etiquette when sending business emails 1.8 state the safe working practices when using equipment.
Range
Equipment Computers, printers, photocopiers, fax machines, paging equipment, two-way radio, cell phones, answering machines, calculators, small equipment (scissors, hole punches, staplers).
Purpose Efficiency, providing information to guests and the business, communication, generation and storage of information (guest details, reservations and bookings).
Store Back up files in right location, labelled, in folders (computerised storage

folders and written document folders), on correct drivers, use of passwords to protect files.

Importance of keeping information securely

Data protection, to avoid information being given to competitors.

Problems

Lost files, loss or corruption of files/data, power failure, software and hardware failures, paper jams, shortfalls in stock.

Benefits

Identifying and sharing information, booking services, identify facilities or products, networking, emails, speed, accepted method of confirmation, guest service.

Etiquette

Use names and address people appropriately, use professional language, ensure correct circulation ie to intended audience, store sensitive information appropriately.

Safe working practices

Make sure position of key board, screen and chair is at correct level to avoid back problems, use equipment to avoid injuries such as eye strain, repetitive strain injury, make sure flex is not trailing to avoid trips and falls, always start and shutdown IT system safely, reporting procedures for faulty equipment.

Learning outcome

The learner will:

- 2 Be able to use equipment in a reception area

Assessment criteria

The learner can:

- 2.1 demonstrate the correct use of office equipment
- 2.2 use **procedures** to start up and close down the IT system
- 2.3 store files and folders securely
- 2.4 write and send emails using correct **etiquette**
- 2.5 **manage** email messages
- 2.6 provide **reliable information** from the web.

Range

Procedures

Standard operating procedures (for starting and closing down systems, passwords, security of password).

Etiquette

Use names and address people appropriately, use professional language, ensure correct circulation ie to intended audience, store sensitive information appropriately.

Manage

Store those that are required for later use correctly in files, delete messages which have been dealt with, forward on messages to other people as required, archive.

Reliable information

Check information is from a reliable source, is up to date, correct.

Unit 106

Provide information to guests

UAN:	H/503/7822
Level:	Level 1
Notional learning hours:	40
Guided learning hours:	20
Aim:	The aim of this unit is to enable the learner to be able to provide a range of information to guests and to be able to meet the needs of the guest and the establishment when working in a reception area.

Learning outcome
The learner will: 1 Know how to provide information to guests
Assessment criteria
The learner can: 1.1 describe how to communicate with guests 1.2 identify types of guests 1.3 state what methods of communication can be used to provide information to guests 1.4 list types of information that may be provided to the guest 1.5 state the importance of providing accurate and authorised information.

Range
Communicate Clearly, friendly, taking account of language barriers, confirm understanding, use of listening skills, accurately, appropriately, professionally, body language.
Guests Internal, external.
Methods Face to face, email, telephone, notice boards, fax, television screen, welcome pack, recorded messages, letters.
Information Products and services within the hotel: leisure and spa facilities, wash rooms, food and drink facilities, conference rooms, functions, opening and

<p>closing times, messages, special arrangements.</p> <p>External products and services: taxis and other forms of transportation, local attractions, theatre, cinema, restaurants, bars, booking requirements and costs, information on business services, medical help, religious services.</p> <p>Importance Protection of data, maintain security, guest satisfaction, enhanced reputation.</p>

Learning outcome
<p>The learner will:</p> <p>2 Be able to provide information to guests</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 greet guests professionally</p> <p>2.2 provide information to guests</p> <p>2.3 record any requests for information that is not available</p> <p>2.4 obtain the information for guests</p> <p>2.5 make sure that the information provided meets guest needs.</p>

Range
<p>Guests Internal and external guests with simple requests for information.</p> <p>Information Products and services within the hotel: leisure and spa facilities, wash rooms, food and drink facilities, conference rooms, functions, opening and closing times.</p> <p>External products and services: taxis and other forms of transportation, local attractions, theatre, cinema, restaurants, bars, booking requirements and costs, information on business services, medical help, religious services.</p>

UAN:	K/503/7823
Level:	Level 1
Notional learning hours:	15
Guided learning hours:	10
Aim:	The aim of this unit is provide the learner with information and experience in handling and storing property belonging to guests.

Learning outcome
The learner will:
1 Know how to store and handle guest property
Assessment criteria
The learner can:
1.1 identify the items guests may require to store on establishment property
1.2 describe the process for signing in valuables for safekeeping
1.3 identify how to handle storage of luggage
1.4 state how to safeguard guest property left in storage
1.5 state how to recognise suspicious items or packages
1.6 state why it is important to keep areas secure, clean and tidy.

Range
Items Luggage, valuables for safekeeping.
Process Individual room safes, safety deposit, central safe.
Storage Long-term: receipts, issues, collection arrangements. Short-term: luggage pass.
Safeguard Label items, keep storage rooms closed, restrict access to storage rooms, check counterfoils carefully when returning stored items.
Suspicious Unidentified baggage, parcels, uncollected post and luggage.
Important

To avoid theft, pest infestation, accidents, damage to items.

Learning outcome
The learner will: 2 Be able to store and handle guest property
Assessment criteria
The learner can: 2.1 respond to guest requirements 2.2 sign in valuables for safekeeping 2.3 store luggage safely 2.4 keep areas secure, clean and tidy.

Range
Requirements Security of property (goods and items), storage of property, transportation of property to various locations, transporting and handling of equipment.
Safely Label items, keep storage rooms closed, restrict access to storage rooms, check counterfoils carefully when returning stored items.

UAN:	Y/503/7574
Level:	Level 2
Notional learning hours:	30
Guided learning hours:	20
Aim:	The aim of this unit is to enable the learner to develop a broad understanding of the hospitality and catering industry. Learners will explore the broad structure of the industry, types of operations and establishments within the sectors.

Learners will also develop an awareness of the employment opportunities and an understanding of the importance of professional behaviour in the industry.

Learning outcome
The learner will:
1 Know the hospitality and catering industry
Assessment criteria
The learner can:
1.1 describe the types of establishments that operate in the hospitality and catering industry
1.2 describe the different services offered by different establishments
1.3 describe the job roles within the hospitality and catering industry
1.4 identify working patterns in the hospitality and catering industry
1.5 explain the processes involved in applying for a job within the hospitality and catering industry
1.6 identify ways to progress within the hospitality and catering industry.

Range
Establishments Hotels, restaurants, planes, airports, hostels, hospitals, cruise liners, lodges and chalets, campsites, caravan-sites.
Services Accommodation, food and beverage, conference facilities, leisure facilities (eg gym, spa), events catering.

Establishments

Hotels, restaurants, planes, airports, hostels, hospitals, cruise liners, lodges and chalets, campsites, caravan sites.

Job roles

Managers, supervisors, kitchen staff, food and beverage service staff, front office staff, accommodation staff.

Working patterns

Flexible working hours, shift work, split shifts, weekend work.

Processes

Checking advertisements, preparing CV, completing application forms, interview preparation.

Ways to progress

Qualifications, Continuing Professional Development, experience (eg work placements).

Learning outcome

The learner will:

- 2 Know the importance of professional behaviour in the hospitality and catering industry

Assessment criteria

The learner can:

- 2.1 describe **professional behaviour** in the workplace
- 2.2 describe professional **personal appearance** in the hospitality and catering industry
- 2.3 describe the **importance** of professional behaviour
- 2.4 explain the **role** of teamwork in the hospitality and catering industry.

Range**Professional behaviour**

Punctuality, appropriate uniform, prepared for work, plan tasks, work methodically, keep work area tidy, make efficient use of resources, conduct, and positive communication.

Personal appearance

Hygiene, clean uniform, grooming.

Importance

Maintaining a positive image of the establishment, ensuring customer satisfaction, maintaining good working relationships with colleagues.

Role

Effective communication, completion of tasks, customer satisfaction, job satisfaction.

The synoptic test covers the assessment of the underpinning knowledge in the following units:

102	Safety at work
103	Customer service in hospitality and catering industry
104	Introduction to equipment used in reception
106	Provide information to guests
107	Store and handle guest property
201	Introduction to the hospitality and catering industry

Full details can be found in the Assessment Pack on the website.



Appendix 1 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.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

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

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

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for GOLA/e-volve assessments.

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 candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

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

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

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

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

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

HB-01-8067