



Europass certificate supplement (*)

(version November 2013)



United
Kingdom

1. Title of the certificate ^(en)



City & Guilds Level 3 IVQ Advanced Diploma in Reception and Front Office Services (8067-03) (600/4877/3)

⁽¹⁾ In the original language

2. Translated title of the certificate ⁽¹⁾

⁽¹⁾ If applicable. This translation has no legal status.

3. Profile of skills and competences

A typical holder of the certificate has successfully completed all units and is able to:

- Monitor and maintain health, safety and security in the workplace
- Supervise customer service within the organisation
- Train staff
- Manage physical resources in the front office area
- Supervise front office operations
- Supervise cash handling operations.

4. Occupation accessible to the holder of the certificate ⁽¹⁾

- Head Receptionist.

Note: the above is an example only, other occupations may also be accessible to holders of the certificate.

⁽¹⁾ If applicable

⁽⁴⁾ Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers. More information available at: <http://europass.cedefop.eu.int>.

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5. Official basis of the certificate

<p>Name and status of the body awarding the certificate</p> <p>City & Guilds 1 Giltspur Street London EC1A 9DD United Kingdom T: 0844 543 0000 F: 0207 294 2413 www.cityandguilds.com</p> <p>City & Guilds was established in 1878 as a registered charity (no. 312832) and received Royal Charter (RC117) in 1900.</p> <p>City & Guilds is accredited as an awarding body by the Office of the Qualifications and Examinations Regulator (Ofqual) and the Scottish Qualifications Authority (SQA) to offer qualifications.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>Office of the Qualifications and Examinations Regulator (Ofqual) Spring Place Coventry Business Park Herald Avenue Coventry CV5 6UB England T +44 (0)300 303 3344 F +44 (0)300 303 3348 www.ofqual.gov.uk</p> <p>Under the Qualifications and Credit Framework, learners can accumulate credits which allow them to claim an 'Award', a 'Certificate' or a 'Diploma', depending on the number of credits achieved. An 'Award' is issued on completion of less than 12 credits, a 'Certificate' requires 13-36 credits, while 37 credits or more lead to a 'Diploma'.</p>
<p>Level of the certificate (national or international)</p> <p>Level 2 – Qualifications and Credit Framework (NQF)</p>	<p>Grading scale/Pass requirements</p> <p>Practical assignments are graded 'Pass' or 'Fail'.</p> <p>Synoptic tests are graded 'Pass' or 'Fail'.</p>
<p>Access to next level of education/training</p> <p>We consider the following options to be relevant progression routes from this qualification:</p> <ul style="list-style-type: none"> • Level 4 Diploma in Principles of Hospitality Management (7147-44) • ILM Level 3 Certificate in First Line Management • ILM Level 4 Certificate in Management • Higher education • Employment. 	<p>International agreements</p>
<p>Legal basis</p> <p>Not applicable.</p>	

6. Officially recognised ways of acquiring the certificate

<p>This qualification can only be offered by an institution/provider ('centre') that has been approved by City & Guilds and therefore meets its quality requirements for staff and centre resources and is subject to regular checks.</p> <p>The following assessment methods are used:</p> <ul style="list-style-type: none"> • Practical assignments • Externally set question papers <p>All assessments are quality assured by City & Guilds verifiers.</p> <p>A typical holder of the certificate has, on average, taken 205 hours to complete this qualification</p> <p>Entry requirements</p> <p>City & Guilds exercises a policy of open access and does not set formal entry requirements for its qualifications. Centres are however required to ensure that learners are registered for a programme of study and examination at the appropriate level.</p> <p>More information (including a description of the national qualifications system) available at: www.naric.org.uk.</p> <p>National reference point: www.uknlp.org.uk.</p>
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