

1288 Level 2 Certificate/ Diploma for Proficiency in Fish and Shellfish Industry Skills Qualification Handbook

February 2018 Version 1.2



Qualification at a glance

Subject area	Proficiency in Fish and Shellfish Industry Skills
City & Guilds number	1288
Age group approved	16-18, 18+, 19+
Entry requirements	None
Assessment	Portfolio of evidence
Support materials	Unit Pack Centre Handbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Certificate for Proficiency in Fish and Shellfish Industry Skills	1288-21	600/3977/2
Level 2 Diploma for Proficiency in Fish and Shellfish Industry Skills	1288-22	600/3978/4

Version and date	Change detail	Section
1.2 February 2018	Added GLH & TQT details	Introduction
	Removed QCF	Appendix 2
1.1 Sep 2013	Unit 003 credit value amended Unit 013 UAN amended and credit value amended Unit 050 credit value amended Unit 134 UAN amended	Structure



Contents

1	Introduction	4
	Structure	5
2	Centre requirements	13
	Approval	13
	Assessors and internal verifiers	14
	Continuing professional development (CPD)	16
	Candidate entry requirements	16
	Age restrictions	16
3	Delivering the qualification	17
	Initial assessment and induction	17
	Recording documents	18
4	Assessment	19
	Assessment of the qualification	19
	Time constraints	19
	Workplace testimony	19
	Simulation	19
	Recognition of prior learning and experience	20
5	Units	21
Appendix 1	Relationships to other qualifications	22
Appendix 2	Sources of general information	23



1 Introduction

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

Area	Description
Who are the qualifications for?	The Proficiency in Fish and Shellfish Industry Skills qualifications are designed for learners who are working in the fish and shellfish processing and supply industry.
What do the qualifications cover?	<p>These qualifications offer learners the opportunity to develop the skills and knowledge required to prove competence at work. They will also suit learners who are competent at core industry activities and are looking for ways of developing their existing skills and knowledge, perhaps to support multi-skilling or increase productivity at work.</p> <p>The flexible choice of units, allows learners to select units that are most relevant to their own employment, learning and progression requirement. The choice of units also reflects the wide variety of jobs which people do in different types of companies in the fish and shellfish processing and supply industry.</p> <p>The common operations units within these qualifications also offer learners the opportunity to achieve competencies which are generic to the whole food and drink manufacturing industry, such as food safety, working with others and quality.</p>
What opportunities for progression are there?	<p>These qualifications allow candidates to progress into employment or to the following City & Guilds qualifications:</p> <ul style="list-style-type: none"> • Level 2, 3 and 4 Award/Certificate/Diploma for Proficiency in Food Manufacturing Excellence (1284) • Level 3 Award/Certificate/Diploma for Proficiency in Baking Industry Skills (1285) • Level 2/3 Certificate/Diploma for Proficiency in Meat and Poultry Industry Skills (1287) • Level 2/3 Certificate/Diploma for Proficiency in Fresh Produce Industry Skills (1289).

Structure

The units within the **Level 2 Certificate and Diploma for Proficiency in Fish and Shellfish Industry Skills** are listed below in Unit Groups A, B and C. The rules of combination are very flexible, allowing candidates to select the units most suited to their role.

Learners must achieve a **total of 27 credits** to achieve the **Level 2 Certificate for Proficiency in Fish and Shellfish Industry Skills (1288-21)**:

- a minimum of 21 credits must come from Unit Group A
- a maximum of 4 credits can be achieved from Unit Group B
- a maximum of 6 credits can be achieved from Unit Group C.

Learners may take all of the required 27 credits from Group A. It is **not** mandatory for learners to take any of the credits from Groups B or C to achieve the Certificate.

Learners must achieve a **total of 37 credits** to achieve the **Level 2 Diploma for Proficiency in Fish and Shellfish Industry Skills (1288-22)**:

- a minimum of 22 credits must come from Unit Group A
- a maximum of 8 credits can be achieved from Unit Group B
- a minimum of 7 credits and a maximum of 15 credits must come from Unit Group C

Learners may take all of the required 37 credits from Groups A and C. It is **not** mandatory for learners to take any of the credits from Group B to achieve the Diploma.

Unit Group A

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
H/602/0576	001	Assemble fish/shellfish products by hand	2
H/601/8309	002	Carry out product changeovers in food manufacture	2
T/602/1697	003	Carry out shellfish depuration processing	1
A/601/2919	007	Contribute to environmental safety in food operations	2
Y/601/2944	008	Contribute to problem diagnosis in food manufacture	2
h/601/2946	009	Contribute to problem resolution in food manufacture	3
H/601/5247	010	Contribute to the effectiveness of food retail operations	2
T/601/2921	011	Contribute to the maintenance of plant and equipment in food operations	3

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
J/602/1705	012	Control defrosting in food manufacture	2
J/601/4608	013	Control depositing in food manufacture	3
F/601/4610	014	Control enrobing in food manufacture	3
L/602/1690	015	Control fish gutting operations	2
R/602/1691	016	Control fish skinning operations	2
A/602/0535	017	Control fish/shellfish defrosting	1
F/602/1704	018	Control forming in food manufacture	3
A/601/4606	019	Control heat treatment in food manufacture	3
J/601/8299	020	Control hygiene cleaning in food operations	3
A/602/1703	021	Control mixing in food manufacture	3
F/601/5174	022	Control separation in food manufacture	3
F/602/1699	023	Control shellfish depuration processing	2
J/602/1686	024	Control shellfish meat extraction operations	2
M/602/1701	025	Control size reduction in food manufacture	3
Y/601/4631	026	Control temperature reduction in food manufacture	3
T/602/0548	027	Control the dry curing of fish	3
H/602/0545	028	Control the fish/shellfish brining process	3
F/602/0570	029	Control the fish/shellfish marinating process	3
J/602/0568	030	Control the fish/shellfish smoking process	3
M/601/4666	031	Control washing and drying machinery in food operations	3
T/602/1702	032	Control weighing in food manufacture	2
D/601/4632	033	Control wrapping in food manufacture	3
L/602/0636	034	Deal effectively with waste in food operations	2
Y/602/1711	035	Display fish/shellfish in a sales environment	2
K/602/0580	036	Extract shellfish meat by hand	2

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
R/601/4675	037	Fill or extrude meat and meat-based mixtures	2
T/602/0520	038	Fillet fish by hand	3
D/602/0527	039	Grade fish/shellfish by hand	2
Y/602/0543	040	Grade fish/shellfish by machine	2
Y/602/0574	041	Gut and clean fish by hand	2
H/602/1694	042	Harvest fish for food supply	2
D/602/0530	043	Intake fish/shellfish	2
T/601/8301	044	Lift and handle materials safely in food operations	2
H/602/1713	048	Maintain, promote and improve environmental good practice in food operations	2
D/601/5280	049	Maximise sales in a food retail environment	4
T/602/4518	050	Monitor and control the recovery and separation of by-products and waste disposal in food operations	2
T/602/0646	051	Monitor and control waste disposal in food operations	3
Y/602/1708	052	Monitor and maintain storage conditions in food operations	3
F/601/8303	053	Monitor food hygiene standards using rapid test methods in operations	3
Y/602/1692	054	Monitor product quality in food operations	3
T/601/5172	055	Operate central control systems in food manufacture	2
J/602/0540	056	Pack and ice fish/shellfish	1
R/602/1688	057	Pack live shellfish for despatch	2
R/601/4627	058	Pack orders for despatch in food operations	1
M/602/1715	059	Prepare orders for despatch in food operations	3
L/602/1706	060	Prepare sauces and marinades by hand in food manufacture	3
L/602/0524	071	Process fish by hand	3
D/602/1709	072	Process fish/shellfish in a sales environment	3
A/601/8297	073	Produce product packs in food operations	3
L/601/8305	074	Sell food products in a retail environment	2

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
T/602/0632	075	Sharpen cutting tools for use in food operations	2
J/602/0537	076	Shuck bivalves by hand	2
T/601/4653	077	Slice and bag individual food products	2
A/601/4623	078	Store goods and materials in food operations	3
J/601/4625	079	Supply materials for production in food operations	3
M/602/0578	080	Understand how to assemble fish/shellfish products by hand	2
Y/601/8310	082	Understand how to carry out product changeovers in food manufacture	2
A/602/1698	083	Understand how to carry out shellfish depuration processing	2
M/601/2920	086	Understand how to contribute to environmental safety in food operations	2
D/601/2945	087	Understand how to contribute to problem diagnosis in food manufacture	2
K/601/2947	088	Understand how to contribute to problem resolution in food manufacture	2
K/601/5248	089	Understand how to contribute to the effectiveness of food retail operations	2
A/601/2922	090	Understand how to contribute to the maintenance of plant and equipment in food operations	3
D/601/4663	091	Understand how to control defrosting in food manufacture	3
F/602/0536	092	Understand how to control fish/shellfish defrosting	1
M/601/8300	093	Understand how to control hygiene cleaning in food operations	3
Y/601/4614	094	Understand how to control processes in food manufacture	4
K/602/1700	095	Understand how to control shellfish depuration processing	3
L/602/1687	096	Understand how to control shellfish meat extraction operations	1
A/602/0549	097	Understand how to control the dry curing of fish	2
K/602/0546	098	Understand how to control the fish/shellfish brining process	1

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
L/602/0572	099	Understand how to control the fish/shellfish marinating process	2
L/602/0569	100	Understand how to control the fish/shellfish smoking process	2
T/601/4670	101	Understand how to control washing and drying machinery in food operations	2
R/602/0637	102	Understand how to deal effectively with waste in food operations	2
D/602/1712	103	Understand how to display fish/shellfish in a sales environment	3
M/602/0581	104	Understand how to extract shellfish meat by hand	2
D/601/4677	105	Understand how to fill or extrude meat and meat-based mixtures	2
F/602/0522	106	Understand how to fillet fish by hand	2
K/602/0529	107	Understand how to grade fish/shellfish by hand	3
D/602/0575	108	Understand how to gut and clean fish by hand	2
K/602/1695	109	Understand how to harvest fish for food supply	1
H/602/0531	110	Understand how to intake fish/shellfish	2
A/601/8302	111	Understand how to lift and handle materials safely in food operations	2
R/601/5292	115	Understand how to maximise sales of food products in a retail environment	3
J/602/0649	116	Understand how to monitor and control the recovery and separation of by-products in food operations	3
M/602/4517	117	Understand how to monitor and control waste disposal in food operations	3
K/602/1714	118	Understand how to monitor and improve environmental good practice in food operations	3
J/601/8304	119	Understand how to monitor food hygiene standards using rapid test methods in operations	2
A/601/5173	120	Understand how to operate central control systems in food manufacture	2
Y/602/1689	121	Understand how to pack and care for live shellfish for despatch	2

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
R/602/0542	122	Understand how to pack and ice fish/shellfish	2
Y/601/4628	123	Understand how to pack orders for despatch in food operations	1
M/602/1696	125	Understand how to prepare orders for despatch in food operations	3
R/602/1707	126	Understand how to prepare sauces and marinades in food manufacture	2
Y/602/0526	127	Understand how to process fish by hand	2
R/602/1710	128	Understand how to process fish/shellfish in a sales environment	2
F/601/8298	129	Understand how to produce product packs in food operations	3
R/601/8306	130	Understand how to sell food products in a retail environment	3
F/602/0634	131	Understand how to sharpen cutting tools for use in food operations	2
R/602/0539	132	Understand how to shuck bivalves by hand	2
R/601/4658	133	Understand how to slice and bag individual food products	2
F/601/4624	134	Understand how to store and organise goods and materials in food operations	4
F/601/4626	135	Understand how to supply materials for production in food operations	3
D/602/1693	136	Understand how to use fish/shellfish quality assessment methods	3

Unit Group B

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
A/601/8316	004	Carry out task hand-over procedures in food manufacture	2
K/601/8313	005	Clean in place (CIP) plant and equipment in food operations	3
H/601/2929	006	Contribute to continuous improvement for achieving excellence in food operations	3
T/601/2899	045	Maintain product quality in food operations	2
K/601/2902	046	Maintain workplace food safety standards in operations	2
M/601/2917	047	Maintain workplace health and safety in food operations	2
T/601/8315	081	Understand how to avoid contamination and complete cleaning in place (CIP) of plant and equipment in food operations	2
F/601/8317	084	Understand how to carry out task hand-over procedures in food manufacture	1
Y/601/2930	085	Understand how to contribute to continuous improvement for achieving excellence in food operations	2
H/601/2901	112	Understand how to maintain product quality in food operations	2
M/601/2903	113	Understand how to maintain workplace food safety standards in operations	2
T/601/2918	114	Understand how to maintain workplace health and safety in food operations	2
M/601/8314	124	Understand how to prepare for and conduct cleaning in place (CIP) of plant and equipment in food operations	2
K/601/2897	137	Understand how to work effectively with others in food operations	2
H/601/2896	138	Work effectively with others in food operations	2

Unit Group C

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
D/602/0625	061	Principles of brining and salting fish/shellfish	2
K/602/0630	062	Principles of cans and closing cans in food manufacture	2
T/602/0615	063	Principles of displaying fish/shellfish in a sales environment	3
M/602/0628	064	Principles of fish/shellfish quality assessment	3
M/602/0614	065	Principles of fish/shellfish smoking	4
R/602/0623	066	Principles of frying fish and chips	4
A/602/0616	067	Principles of marine finfish product knowledge	5
J/602/0621	068	Principles of seafood quality science	4
F/602/0617	069	Principles of shellfish, non-marine finfish and marine food products, product knowledge	5
M/602/3013	070	Principles of sterile processing in food technology	4

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 2 Diploma for Proficiency in Fish and Shellfish Industry Skills	128	370



2 Centre requirements

Approval

This section outlines the approval processes for centres to offer these qualifications and any resources that centres will need in place, including qualification-specific requirements for centre staff. Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**. Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**. In order to offer these qualifications, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time.

Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications. City and Guilds branch offices will support new centres through the approval process. They will appoint an External Verifier and provide details of fees applicable for approvals. The local office will be the point of contact for all enquiries for these qualifications and will be responsible for monitoring the delivery and assessments through reports submitted by External Verifiers. Assessments must not be undertaken until qualification approval has been obtained and candidates have been registered. City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Assessors and internal verifiers

The following guidance is taken from the Improve Assessment Strategy for Proficiency Qualifications.

Occupational competence of assessors

The role of an assessor is a demanding and complex one, requiring a high degree of both interpersonal and organisational skills. Assessors are required to make accurate and objective decisions as to whether the learner's performance meets the assessment requirements laid out in units. For assessments to be considered valid, the assessor must meet the following requirements. Any assessments carried out by personnel who do not meet these requirements will be deemed a contribution to workplace testimony. Assessors are required to:

- provide current evidence of competence, knowledge and understanding in the areas to be assessed, to the satisfaction of the Awarding Organisation. This will normally be achieved through demonstrating competence in the roles which are to be assessed, which may be recorded in company training records. Alternatively, this can be demonstrated by relevant experience and continuing professional development which may include the achievement of qualifications relevant to the areas being assessed
- demonstrate competent practice in workplace assessment methods. They do not need to hold the assessor unit qualification A1, but must demonstrate understanding of the principles and practices of the assessment process. This may in part be demonstrated for example, by the outcomes of formal training in assessment techniques for company based training systems or qualifications, or for auditing against quality criteria for an externally audited quality standard. Assessors with previous unit achievement of A1, D32 and/or D33 satisfy requirements, provided evidence of continuous professional development has updated workplace assessment practice. Recognition of assessors in this way is only valid between a centre and an Awarding Organisation in respect of specific qualifications, and is not transferable to other bodies or qualifications
- demonstrate their continuing professional development to ensure they are up to date with work practices in their sector area of expertise and developments in the Proficiency Qualifications they assess
- have a full and current understanding of the units of assessment and requirements of the qualifications being assessed
- operate safely as an assessor in a food environment, therefore it is strongly recommended that a relevant food safety/hygiene qualification is achieved. Assessors 'in training' who are not fully recognised as competent by Awarding Organisations may carry out assessment practice. For the period in training and working towards recognition, the assessor must have assessment activity monitored and signed off (countersigned) by a fully recognised and competent assessor. The 'in training' period should be limited to nine months and have clear development goals set for achieving recognition and competence.

Occupational competence of internal verifiers

Approved centres appoint internal verifiers and their role is to ensure consistency and quality of assessment within the centre. The internal verifier will monitor assessment activities and provide feedback to assessors, coordinate standardisation and provide guidance to assessors. For assessments and verification to be considered valid, the internal verifier must meet the following requirements:

- demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in the sector area(s) concerned, to the satisfaction of the Awarding Organisation. Relevant knowledge and understanding of the workplace areas to be sampled during verification is required. Relevant experience of working in or with the sector area(s) is preferable
- demonstrate competent practice in internal verification and assessment. Internal Verifiers do not need to hold the unit qualification V1 but must be able to understand the principles and practices of internal verification. This may in part be demonstrated for example, by the outcomes of formal training in assessment and verification techniques for company based training systems or qualifications, or for auditing against quality criteria for an externally audited quality standard.
- verifiers with previous unit achievement of V1 or D34 satisfy requirements, provided evidence of continuous professional development has updated verification practice. Recognition of internal verifiers in this way is only valid between a centre and an Awarding Organisation in respect of specific qualifications, and is not transferable to other bodies or qualifications
- demonstrate their continuing professional development to ensure they are up to date with work practices in their sector and developments in the qualifications they verify.
- know where and when to access specialist sector advice, where additional specialist or technical knowledge relating to assessment and verification decisions is concerned
- operate safely as an internal verifier in a food environment, therefore it is strongly recommended that a relevant food safety/hygiene qualification is achieved. Internal verifiers 'in training' who are not fully recognised as competent by Awarding Organisations may carry out verification practice. For the period in training and working towards recognition, the assessor must have verification activity monitored and signed off (countersigned) by a fully recognised and competent internal verifier. The 'in training' period should be limited to nine months and have clear development goals set for achieving recognition and competence.

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.

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

Age restrictions

These qualifications are not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.



3 Delivering the qualification

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[s]. 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[s] 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[s] 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. Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification[s] 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[s].

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

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

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

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds endorses several ePortfolio systems, including our own **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at www.cityandguilds.com/eportfolios .

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. **N/SVQ Recording forms** 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.



4 Assessment

Assessment of the qualification

Candidates must:

- have a completed portfolio of evidence for each unit chosen.

Time constraints

All portfolio of evidence 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.

Workplace testimony

Workplace personnel may contribute to the assessment process by providing workplace testimony. Those providing the testimony must be familiar with the activity being carried out and able to make a judgement that the task has been completed to organisational procedures and to the required standard.

The person providing the testimony is not in a position to decide if the learner is competent overall, they are only able to judge the specific instance they observe. The overall decision regarding competence of the learner will be made by the assessor and may be subject to verification.

Simulation

The use of simulation to replace normal working practice is not acceptable. The only exception to this rule is for units of assessment which address rare conditions or emergency situations which might endanger learner safety. These exceptions are clearly defined in the assessment guidance in the relevant unit of assessment. In such cases this will require the agreement of the external verifier.

When simulations are used they must be designed to mirror the same activity as it would be carried out in the workplace and include:

- the number and sequence of actions needed to complete the activity
- the number and complexity of factors needed to complete the activity
- the urgency with which the activity must be completed and
- achievement of an outcome(s) in the same time constraints that might apply in the workplace
- simulation cannot be used to provide the sole evidence for any one complete unit of assessment.

Recognition of prior learning and experience

Evidence from past achievement may be included as evidence within assessment methods for Proficiency Qualifications.

Evidence of knowledge and understanding can be presented as supplementary evidence, provided it is a measurable assessed outcome of learning which links to outcomes detailed in the units of assessment and confirms current competence.

Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual learner's circumstances.

All learners, presenting evidence from past achievements, must also be able to demonstrate current competence.



5 Units

Structure of units

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

- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria.

The units can be found on the City and Guilds Website.



Appendix 1 Relationships to other qualifications

Links to other qualifications

These qualifications have connections to the:

- Levels 2, 3 and 4 Proficiency in Food Manufacturing Excellence (1284)
- Level 3 Proficiency in Food Industry Skills (1283)
- Level 3 Proficiency in Baking Industry Skills (1285)
- Levels 2 and 3 Proficiency in Meat and Poultry Industry Skills (1287)
- Levels 2 and 3 Proficiency in Fresh Produce Industry Skills (1289)

Literacy, language, numeracy and ICT skills development

These qualifications can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw



Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

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

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of 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.

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
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