Level 3 Awards in Controlling Resource Efficiency (7530-03)

March 2012 Version 1.0

**City&
Guilds**

Qualification at a glance

Subject area	Resource Efficiency
City & Guilds number	7530
Age group approved	16+
Fast track	Available
Support materials	Centre handbook Assessment pack
Registration/ certification dates	See City & Guilds website for details

Title and level	City & Guilds number	Accreditation number
Level 3 Award in Controlling Resource Efficiency (Energy)	7530-03	600/2362/4
Level 3 Award in Controlling Resource Efficiency (Waste)	7530-03	600/2263/2
Level 3 Award in Controlling Resource Efficiency (Water)	7530-03	600/2828/2
Level 3 Award in Controlling Resource Efficiency (Transport)	7530-03	600/2363/6

Contents

1   Introduction

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

Area	Description
Who are these qualifications for?	The City & Guilds Level 3 Awards in Resource Efficiency are suitable for people that work in line management, supervisory or operational roles within organisations that wish to improve the resource efficiency of their operations.
What do the qualifications cover?	The qualifications allow candidates to learn, develop and practise the skills required to minimise and control impacts related to the waste, water, energy and transport use of an organisation.
Are the qualifications part of a framework or initiative?	At time of writing these qualifications are not part of any other initiative, however consideration is being given to including these qualifications as optional units in Apprenticeships and some Apprenticeship Frameworks. The qualifications were developed by Cogent Sector Skills Council in collaboration with eight other SSCs and two awarding organisations.
What opportunities for progression are there?	Learners may wish to progress to higher level qualifications in Resource Efficiency, Sustainability or Carbon Management.

Structures

To achieve the **Level 3 Award in Controlling Resource Efficiency (Energy) – (7530-03),** learners must achieve **10 credits** from the mandatory units below.

Level 3 Award in Controlling Resource Efficiency (Energy)

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
T/502/8395	301	Principles of energy efficiency	5
Y/502/8387	302	Implement energy efficiency measures within an organisation	5

To achieve the **Level 3 Award in Controlling Resource Efficiency (Waste) – (7530-03)**, learners must achieve **10 credits** from the mandatory units below.

Level 3 Award in Controlling Resource Efficiency (Waste)

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
A/502/8396	303	Principles of waste management	5
R/502/8386	304	Implement waste management measures within an organisation	5

To achieve the **Level 3 Award in Controlling Resource Efficiency (Water) – (7530-03),** learners must achieve **10 credits** from the mandatory units below.

Level 3 Award in Controlling Resource Efficiency (Water)

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
H/502/8389	305	Principles of water efficiency	5
L/502/8385	306	Implement water efficiency measures within an organisation	5

To achieve the **Level 3 Award in Controlling Resource Efficiency (Transport) – (7530-03),** learners must achieve **10 credits** from the mandatory units below.

Level 3 Award in Controlling Resource Efficiency (Transport)

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
J/502/8384	307	Principles of transport efficiency	5
D/502/8388	308	Implement transport efficiency measures within an organisation	5

2   Centre requirements

Approval

There is no fast track approval for these qualifications; existing centres who wish to offer this qualification must use the **standard** Qualification Approval Process.

Resource requirements

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 areas 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 these qualifications However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

Candidates must be over 16 to register for this qualification.

3　Delivering the qualification

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[s].
- any units they have already completed, or credit they have accumulated which is relevant to the qualification[s].
- 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[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

4   Assessment

All units are assessed by assignment. The assignments can be found at **www.cityandguilds.com** and navigate to the 7530 webpage. The passwords for the assignments are available on the Walled Garden.

5 Units

Availability of units

Structure of units

These units each have 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
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Summary of units

Unit Number	Unit title	Credits	QCF unit number
301	Principles of energy efficiency	5	T/502/8395
302	Implement energy efficiency measures within an organisation	5	Y/502/8387
303	Principles of waste management	5	A/502/8396
304	Implement waste management measures within an organisation	5	R/502/8386
305	Principles of water efficiency	5	J/502/8384
306	Implement water efficiency measures within an organisation	5	D/502/8388
307	Principles of transport efficiency	5	H/502/8389
308	Implement transport efficiency measures within an organisation	5	L/502/8385

Unit 301   Principles of energy efficiency

UAN:	T/502/8395
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1   Know how energy efficiency aligns with organisational and operational requirements
Assessment criteria
The learner can:
1.1   describe, using relevant terminology, how organisational working practices impact on energy usage
1.2   describe how **current legislation** impacts on organisational energy usage
1.3   identify relevant **organisational targets and standards** for reducing energy usage
1.4   explain how failure to meet organisational quality specifications can impact on energy usage
1.5   identify appropriate **sources of advice and guidance** regarding energy efficiency
1.6   describe how the efficient management of energy can benefit a selected organisation.

Range
Current legislation
Buildings Regulations, Climate Change Act 2008, CRC Energy Efficiency Scheme, Energy Information Regulations.
Organisational targets and standards
Benchmarking, Carbon Trust Standard, Good housekeeping practices e.g. switch off policy

Sources of advice and guidance

DECC, Carbon Trust, Energy Saving Trust, Energy Suppliers, Environment Agency, Industry Specific Professional Bodies, Trade Associations, Business Link

Learning outcome

The learner will:

2 Understand how energy efficiency helps the environment

Assessment criteria

The learner can:

2.1 explain the role of energy efficiency in achieving sustainability

2.2 explain the impact of energy consumption on carbon emissions

2.3 explain how organisational energy efficiency can help reduce the carbon footprint of a selected organisation

2.4 describe the environmental, economic and social cost of inefficient energy use.

Learning outcome

The learner will:

3 Know how to improve energy efficiency for an organisation

Assessment criteria

The learner can:

3.1 outline how energy usage is assessed, monitored and controlled for a selected organisation

3.2 identify appropriate **opportunities** available to a selected organisation for reducing energy use

3.3 identify the main roles and responsibilities of **key personnel** involved in improving energy efficiency for a selected organisation

3.4 describe how the actions of others can impact on organisational energy usage.

Range

Opportunities

Water, waste, energy use e.g. IT, transport e.g. cycle to work schemes

Key personnel

Senior management, energy champions, climate champions, data collection, facilities management, company Energy Manager.

Unit 302	Implement energy efficiency measures within an organisation

UAN:	**Y/502/8387**
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1 Be able to minimise barriers to energy efficiency for an organisation
Assessment criteria
The learner can:
1.1 identify **barriers** that can limit the impact of energy reduction initiatives for a selected organisation
1.2 assess how barriers to energy reduction can be overcome by a selected organisation
1.3 advise key personnel, within a selected organisation, how to overcome barriers in support of energy efficiency.

Range
Barriers
Costs, company operating procedures, staff needs

Learning outcome
The learner will:
2 Be able to monitor the use of energy for an organisation
Assessment criteria
The learner can:
2.1 identify organisational energy usage targets
2.2 monitor and record organisational energy efficiency using appropriate methods
2.3 monitor, using appropriate methods, organisational working practices relevant to energy efficiency
2.4 evaluate energy usage and efficiency, within a selected organisation, using appropriate methods.

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Learning outcome
The learner will:
3   Be able to make and communicate recommendations that support organisational energy efficiency
Assessment criteria
The learner can:
3.1   identify **appropriate methods** to promote efficient use of energy for a selected organisation
3.2   develop appropriate recommendations for energy efficiency improvements for a selected organisation
3.3   communicate **recommendations** for energy efficiency improvements to key personnel within a selected organisation
3.4   inform key personnel accurately of their responsibilities in relation to organisational targets that promote energy efficiency
3.5   present recommendations that support the further development of energy efficient practices for a selected organisation.

Range [include where required, otherwise delete]
Appropriate methods
Green Team, Green Champions, Environment Day, marketing materials
Recommendations
Training, environmentally friendly resources e.g. FSC paper, low-energy lighting, teleconferencing

Learning outcome
The learner will:
4   Be able to support key personnel in working towards organisational energy efficiency
Assessment criteria
The learner can:
4.1   create training objectives to encourage key personnel to adopt more energy efficient working practices within a selected organisation
4.2   develop promotional materials to encourage organisational energy efficiency.

Unit 303 Principles of waste management

UAN:	A/502/8396
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1 Know how waste management aligns with organisational and operational requirements
Assessment criteria
The learner can:
1.1 describe, using **relevant terminology**, how organisational working practices impact on waste management
1.2 describe how **current legislation** impacts on the management and disposal of unavoidable waste
1.3 identify relevant organisational targets and standards for waste reduction, reuse and recycling
1.4 explain how failure to meet organisational quality specifications can impact on waste targets
1.5 identify appropriate sources of advice and guidance regarding waste management
1.6 describe how the effective management of waste can benefit a selected organisation.

Range
Relevant terminology
Reduce, re-use and recycle; waste hierarchy
Current legislation
Environmental Protection Act 1990, List of Waste (England) Regulations 2005, Producer Responsibility Obligations (Packaging Waste) 2007, Waste Electrical and Electronic Equipment Regulations 2006, Waste (England and Wales) Regulations 2011, National Waste Strategy 2007.

Learning outcome
The learner will:
2   Understand how waste management affects the environment
Assessment criteria
The learner can:
2.1   explain waste hierarchies and their role in the sustainable management of waste
2.2   explain the impact of waste on the environment
2.3   describe the importance of waste recycling and reuse.

Learning outcome
The learner will:
3   Know how to identify waste reduction opportunities for an organisation
Assessment criteria
The learner can:
3.1   describe the **different types of waste** generated in a selected organisation
3.2   describe how organisational working practices can minimise and reduce waste
3.3   describe the importance of segregation in the management of waste
3.4   describe how **others** can impact on the generation of waste for a selected organisation
3.5   outline the factors that limit recycling and reuse for a selected organisation
3.6   outline the cost implications associated with waste management for a selected organisation.

Range
Different types of waste Paper, plastic, water, wastewater, emissions, glass, metal **Others** Internal staff, management, suppliers, contractors, customers

Unit 304 Implement waste management measures within an organisation

UAN:	R/502/8386
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1 Be able to minimise barriers to waste reduction for an organisation
Assessment criteria
The learner can:
1.1 identify **barriers** that can limit the impact of waste management initiatives for a selected organisation
1.2 assess how barriers to waste management can be overcome by a selected organisation
1.3 advise **key personnel**, within a selected organisation, how to overcome barriers in support of waste reduction.

Range
Barriers
Costs, staff behaviour, company policies, company procedures
Key personnel
Line managers, senior managers, facilities managers, cleaning staff

Learning outcome
The learner will:
2   Be able to monitor waste management for an organisation

Assessment criteria
The learner can:
2.1   identify organisational waste management targets
2.2   monitor and record organisational waste levels using appropriate methods
2.3   monitor, using appropriate methods, organisational working practices relevant to the control of waste
2.4   evaluate waste levels, within a selected organisation, using appropriate methods.

Learning outcome
The learner will:
3   Be able to make and communicate recommendations that support organisational waste management

Assessment criteria
The learner can:
3.1   identify **appropriate methods** to promote waste management for a selected organisation
3.2   develop appropriate recommendations for waste reduction for a selected organisation
3.3   communicate **recommendations** for waste reduction to key personnel within a selected organisation
3.4   inform key personnel accurately of their responsibilities in relation to organisational targets for waste management
3.5   present recommendations that support the reduction of waste for a selected organisation.

Range
Appropriate methods
Green Team, Green Champions, Environment Day, marketing materials
Recommendations
Training, environmentally friendly resources e.g. FSC paper, recycling bins, composting

Learning outcome
The learner will:
4   Be able to support key personnel in working towards organisational waste management

Assessment criteria
The learner can:
4.1   create training objectives to encourage key personnel to adopt more sustainable waste management working practices within a selected organisation
4.2   develop promotional materials to encourage organisational waste management.

Unit 305   Principles of water efficiency

UAN:	**H/502/8389**
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1   Know how water usage aligns with organisational and operational requirements
Assessment criteria
The learner can:
1.1   describe, using **relevant terminology**, how organisational working practices impact on water usage
1.2   describe how current legislation impacts on water extraction, usage and disposal
1.3   identify relevant organisational targets and standards for efficient water usage
1.4   explain how failure to meet quality specifications can impact on water usage for a selected organisation
1.5   identify appropriate sources of advice and guidance regarding efficient use of water
1.6   describe how the efficient management of water can benefit a selected organisation.

Range
Relevant terminology
Trade effluent, diffuse pollution, water hierarchy, wastewater, greywater, blackwater
Current legislation
Water Act 2003, Water Resources Act 1991, Water Industries Act 1991, Environmental Permitting (England and Wales) Regulations 2010, Flood and Water Management Act 2010, Environment Act 1995, Water Framework Directive.
Appropriate sources of advice and guidance
Environment Agency, Scottish Environmental Protection Agency, Water Authorities, Local Authorities, Industry Specific Professional Bodies, Trade Associations, Business Link

Learning outcome
The learner will:
2   Understand how efficient water use helps the environment
Assessment criteria
The learner can:
2.1   explain the role of water efficiency in achieving sustainability
2.2   explain the impact of water extraction, storage, treatment, recycling, reuse and discharge on the environment.

Learning outcome
The learner will:
3   Know how to control water discharge
Assessment criteria
The learner can:
3.1   describe **potential sources** of water pollution
3.2   describe how potential sources of water pollution are controlled
3.3   describe how water is obtained, treated, used and discharged within a selected organisation.

Range
Potential sources
Manufacturing processes, cleaning facilities, wastewater outlets, sinks, toilets

Learning outcome
The learner will:
4   Know how to improve the efficiency of water usage for an organisation
Assessment criteria
The learner can:
4.1   identify how water usage is assessed, monitored and controlled in a selected organisation
4.2   identify appropriate opportunities available to a selected organisation for improving the efficiency of water usage
4.3   identify the main roles and responsibilities of **key personnel** involved in improving the efficiency of water usage for a selected organisation
4.4   describe how the actions of others can impact on the efficient use of water for a selected organisation.

Range
Key personnel
Senior management, Green Team/Champion, facilities management
Others
Internal staff, management, suppliers, contractors, customers

Unit 306   Implement water efficiency measures within an organisation

UAN:	L/502/8385
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1   Be able to minimise barriers to the efficient use of water for an organisation
Assessment criteria
The learner can:
1.1   identify **barriers** that can limit the impact of water management for a selected organisation
1.2   assess how barriers to water efficiency can be overcome by a selected organisation
1.3   advise **key personnel**, within a selected organisation, how to overcome barriers in support of water efficiency.

Range
Barriers
Costs, staff behaviour, company policies, company procedures
Key personnel
Line managers, senior managers, facilities managers, cleaning staff

Learning outcome
The learner will:
2   Be able to monitor the use of water for an organisation

Assessment criteria
The learner can:
2.1   identify organisational water utilisation targets
2.2   monitor and record organisational water efficiency, using appropriate methods
2.3   monitor, using appropriate methods, organisational working practices relevant to the use of water
2.4   evaluate the efficiency of water usage, within a selected organisation, using appropriate methods.

Learning outcome
The learner will:
3   Be able to make and communicate recommendations that support organisational water efficiency

Assessment criteria
The learner can:
3.1   identify **appropriate methods** to promote efficient water usage for a selected organisation
3.2   develop appropriate **recommendations** for water efficiency improvements for a selected organisation
3.3   communicate recommendations for water efficiency improvements to key personnel within a selected organisation
3.4   inform key personnel accurately of their responsibilities in relation to organisational targets that promote water efficiency
3.5   present recommendations that support the further development of water efficiency practices for a selected organisation.

Range
Appropriate methods
Green Team, Green Champions, Environment Day, marketing materials
Recommendations
Training, water and wastewater recycling, greywater harvesting, rainwater harvesting

Learning outcome
The learner will:
4   Be able to support key personnel in working towards organisational water efficiency

Assessment criteria
The learner can:
4.1   create training objectives to encourage key personnel to adopt more water efficient working practices within a selected organisation
4.2   develop promotional materials to encourage organisational water efficiency.

Unit 307   Principles of transport efficiency

UAN:	J/502/8384
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1   Know how efficient use of transport aligns with organisational and operational requirements
Assessment criteria
The learner can:
1.1   describe, using **relevant terminology**, how organisational working practices impact on transport usage
1.2   describe how **current legislation** impacts on organisational transport usage
1.3   identify relevant organisational targets and standards for reducing transport usage
1.4   explain how failure to meet organisational quality specifications can impact on transport usage
1.5   identify **appropriate sources of advice and guidance** regarding the efficient use of transport
1.6   describe how the effective management of transport usage can benefit a selected organisation.

Range
Relevant terminology
Car sharing, cycling, walking, haulage, logistics
Current legislation
Transport Act 2000, Local Transport Act 2008, Cleaner Road Transport Vehicles Regulations 2011, Climate Change Levy (Suspension of transport Exemptions) Order 2011, EU Emissions Trading Scheme, Renewable Transport Fuel Obligation Order 2007, Environmental Protection Act, Merchant Shipping Regulations 1997, Tyre Labelling EU Regulations 2009, Environmental Noise Regulations 2006, EU Regulations on Shipments of Waste 2006.

Appropriate sources of advice and guidance

Professional Bodies, Trade Associations, Business Link, Department for Transport, Energy Savings Trust, VOSA

Learning outcome
The learner will:
2   Understand how the efficient use of transport helps the environment
Assessment criteria
The learner can:
2.1   explain the role of transport efficiency in achieving sustainability
2.2   explain the impact of transport on energy usage, carbon emissions and carbon footprints
2.3   explain how organisational transport efficiency can help reduce the carbon footprint of a selected organisation
2.4   describe the environmental, economic and social cost of transport miles.

Learning outcome
The learner will:
3   Know how to improve transport efficiency for an organisation
Assessment criteria
The learner can:
3.1   identify how transport miles are determined
3.2   identify appropriate opportunities available for a selected organisation to reduce transport miles
3.3   identify the main roles and responsibilities of **key personnel** involved in improving transport efficiency for a selected organisation
3.4   describe how the actions of **others** can impact on the organisational efficiency of transport use
3.5   outline the cost implications associated with transport usage for a selected organisation.

Range
Key personnel
Transport manager, drivers, logistics team, senior management, energy champions, climate champions, data collection, facilities management, company Energy Manager.
Others
Internal staff, management, suppliers, contractors, customers

Unit 308 Implement transport efficiency measures within an organisation

UAN:	D/502/8388
Level:	Level 3
Credit value:	5
GLH:	30
Endorsement by a sector or other appropriate body:	This unit is endorsed by Cogent, the Sector Skills Council for chemicals, pharmaceuticals, nuclear, oil and gas, petroleum and polymer businesses.

Learning outcome
The learner will:
1   Be able to minimise barriers to the efficient use of transport for an organisation
Assessment criteria
The learner can:
1.1   identify barriers that can limit the impact of transport initiatives for a selected organisation
1.2   assess how barriers to transport efficiency can be overcome by a selected organisation
1.3   advise key personnel, within a selected organisation, how to overcome barriers in support of transport efficiency.

Range
Barriers
Costs, staff behaviour, company policies, company procedures
Key personnel
Line managers, senior managers, facilities managers, cleaning staff

Learning outcome
The learner will:
2   Be able to monitor the use of transport for an organisation

Assessment criteria
The learner can:
2.1   identify organisational transport utilisation targets
2.2   monitor and record organisational transport efficiency using appropriate methods
2.3   monitor, using appropriate methods, organisational working practices relevant to the use of transport
2.4   evaluate transport usage and efficiency, within a selected organisation, using appropriate methods.

Learning outcome
The learner will:
3   Be able to make and communicate recommendations that support organisational transport efficiency

Assessment criteria
The learner can:
3.1   identify **appropriate methods** to promote efficient use of transport in a selected organisation
3.2   develop appropriate recommendations for transport efficiency improvements for a selected organisation
3.3   communicate **recommendations** for transport efficiency improvements to key personnel within a selected organisation
3.4   inform key personnel accurately of their responsibilities in relation to organisational targets that promote transport efficiency
3.5   present recommendations that support the further development of efficient transportation practices for a selected organisation.

Range
Appropriate methods
Green Team, Green Champions, Environment Day, marketing materials
Recommendations
Car-sharing, walking, cycle to work schemes, teleconferencing, public transport, green transport plans and policies.

Learning outcome
The learner will:
4   Be able to support key personnel in working towards organisational transport efficiency

Assessment criteria
The learner can:
4.1   create training objectives to encourage key personnel to adopt more efficient transport working practices within a selected organisation
4.2   develop promotional materials to encourage organisational transport efficiency.

Appendix 1   Relationships to other qualifications

Links to other qualifications

These qualificationcan 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 (from September 2010).

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.

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
- **Qualifications and Credit Framework (QCF)**: general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events**: dates and information on the latest Centre events
- **Online assessment**: how to register for GOLA/e-volve assessments.

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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, GOLA/e-volve, 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

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