

City &   
Guilds

WORK  
READY

# CHOICE & AFFORDABILITY

UNIT WAREHOUSE

(9980)

# UNIT WAREHOUSE

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To equip learners with the skills for work and as part of our Work Ready programme, we have created a unique Unit Warehouse comprising of **over 150 free standing and fully funded units**. These units are taken from key industry areas such as Customer service, hospitality, retail and warehousing and business and administration. They are in addition to the vocational units that can be found within our Employability and Personal Development qualification. The Unit Warehouse gives you affordable choice.

## What is special about the Unit Warehouse?

- All units are eligible for funding in England through the Adult Skills Budget.\*
- All key units in one place allowing you to develop personalised programmes, maintaining learner engagement and allowing you to respond to new business opportunities.
- Cost savings as no approval charges or registration fees.\*\*
- Flexible delivery of units rather than full qualifications.
- Each unit receives a unit credit certificate ensuring employer recognition and enhancing learner motivation.

## Key Information

- The units range from Entry Level to Level 2, from key industry areas.
- Units are priced simply according to the number of credits.
- Free registration to create a candidate record, then results entry to claim unit certificate.
- All units selected in the Unit Warehouse are portfolio assessed.
- All units are funded in England by the Skills Funding Agency.\*
- Ability to recommend additional units to add to the Unit Warehouse, simply e-mail [workready@cityandguilds.com](mailto:workready@cityandguilds.com)

## How can you start offering units from the Unit Warehouse?

- All current centres offering Employability and Personal Development (7546) qualifications are given automatic approval to access the units via Walled Garden ([www.walled-garden.co.uk](http://www.walled-garden.co.uk)), including Direct Claim Status.\*\*
- For current City & Guilds centres, not offering Employability and Personal Development (7546) qualifications, approval is via a simple fast track form.\*\*  
Visit [www.cityandguilds.com/workready](http://www.cityandguilds.com/workready) for details of the fast track form.
- For non City & Guilds centres approval is via the common approval process supported through your local office. Visit [www.cityandguilds.com/workready](http://www.cityandguilds.com/workready) for details of your local office.

\* units currently listed as funded by the Skills Funding Agency for the Unemployed

\*\* subject to terms and conditions

**FOR MORE INFORMATION ON THE UNIT WAREHOUSE OR OUR**

**WORK READY PROGRAMME VISIT [WWW.CITYANDGUILDS.COM/WORKREADY](http://WWW.CITYANDGUILDS.COM/WORKREADY)**

**EMAIL [WORKREADY@CITYANDGUILDS.COM](mailto:WORKREADY@CITYANDGUILDS.COM) OR TELEPHONE 0800 334 5618**



## ACCOUNTING AND FINANCE

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-144	R/600/8746	Maintaining petty cash records	1	1	7	7437 7593
9980-260	K/600/8770	Maintaining Control Accounts	2	1	8	7437 7593
9980-261	L/600/4923	Work Effectively in Accounting and Finance	2	2	20	7437

## BUSINESS AND ADMINISTRATION

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-145	H/601/2462	Archive information	1	2	13	4428
9980-146	L/601/2455	Assist in handling mail	1	2	10	7131 7593
9980-147	F/601/2453	Communicate in a business environment	1	4	21	4428 7131 7593
9980-152	K/601/2446	Make and receive telephone calls	1	3	10	4428 7131 7593
9980-153	D/601/2458	Prepare text from notes using touch typing (20 wpm)	1	2	15	4428
9980-155	Y/601/2460	Use a filing system	1	2	13	4428 7131 7593
9980-156	A/601/2449	Work in a business environment	1	3	17	4428 7593
9980-157	A/601/2452	Work with other people in a business environment	1	2	9	4428 7593
9980-202	H/600/9688	Participate in meetings	2	2	10	0746 6801 7593
9980-262	Y/601/2491	Archive information	2	2	13	4428 4223
9980-263	D/601/2475	Communicate in a business environment	2	3	18	4428 7132 7593
9980-265	T/601/2479	Handle mail	2	3	17	4428 4429 7593
9980-266	M/601/2495	Maintain and issue stationery stock items	2	3	14	4428
9980-268	Y/601/2457	Meet and welcome visitors	2	3	23	4428 4223
9980-269	A/601/2483	Prepare text from notes	2	3	15	4428
9980-270	F/601/2484	Prepare text from notes using touch typing (40 wpm)	2	3	15	4428
9980-271	L/601/2486	Prepare text from recorded audio instruction (40 wpm)	2	4	35	4428
9980-272	T/601/2482	Produce documents in a business environment	2	4	15	4428 7593 4223 7132
9980-273	K/601/2480	Provide reception services	2	3	15	4428
9980-274	F/601/2517	Respond to change in a business environment	2	3	16	4428 7593
9980-275	R/601/2490	Store and retrieve information	2	3	17	4223 4428 7132 7450
9980-276	D/601/2508	Support the co-ordination of an event	2	3	20	4428 4429 7712

## BUSINESS AND ADMINISTRATION

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-277	L/601/2505	Support the organisation of an event	2	2	15	4428
9980-278	Y/601/2510	Support the organisation of business travel or accommodation	2	3	18	4428
						7593
9980-279	T/601/2515	Support the organisation of meetings	2	4	18	4428
						7593
9980-280	M/601/2478	Take minutes	2	4	15	4428
						7593
9980-281	K/601/2477	Use a diary system	2	3	9	4428
						7593
9980-282	H/601/2476	Use electronic message systems	2	1	6	4428
9980-283	H/601/2493	Use office equipment	2	4	18	4223
						4428
						7132
						7593
9980-285	F/601/2470	Work in a business environment	2	2	18	4428
						7593
9980-286	Y/601/2474	Work with other people in a business environment	2	3	10	4428
						7593
						7712

## CUSTOMER SERVICE

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-009	M/601/6062	Communicate effectively with customers	Entry	2	18	4411
9980-010	A/601/6064	Effective relationships with customers and colleagues	Entry	2	20	4411
9980-011	F/601/6065	Introduction to customer service	Entry	2	20	4411
9980-012	K/601/6058	The customer service job role	Entry	2	20	4411
9980-013	A/601/6047	The importance of appearance and behaviour in customer service	Entry	2	15	4411
9980-014	L/601/6067	Working in a customer focused way	Entry	2	16	4411
9980-015	R/601/6054	Understand how to deal with queries and requests	Entry	3	20	4411
9980-148	F/601/1609	Communicate using customer service language	1	4	30	3412
9980-149	F/601/6079	Contribute to effective customer service	1	2	20	4411
9980-150	R/601/6068	Create a good impression to customers	1	2	18	4411
9980-151	H/601/6074	Deal with queries and requests	1	3	22	4411
9980-154	T/601/1509	Take details of customer service problems	1	4	27	3412
9980-158	M/601/6076	Working in customer service	1	2	18	4411
9980-264	L/601/1614	Follow the rules to deliver customer service	2	4	30	3412
						7593
9980-267	Y/601/1227	Maintain customer service through effective handover	2	4	27	3412
						7132
						4430
9980-284	A/601/1222	Use questioning techniques when delivering customer service	2	4	27	4430

## CLEANING AND ENVIRONMENTAL SERVICES

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-101	T/602/1263	Working with other people	1	2	20	0746
9980-131	A/600/6280	Work individually and follow reporting procedures in a cleaning environment	1	3	19	7648
						7729
9980-132	F/600/6281	Work in an environmentally friendly way	1	2	12	7648
9980-133	J/600/6279	Work with others and follow reporting procedures	1	2	17	7648
						7729
9980-134	J/600/6282	Use and store cleaning equipment and agents	1	3	24	7648
9980-135	M/600/6292	Use electrically powered cleaning equipment effectively and safely	1	3	13	7648
9980-136	T/600/6312	Clean surfaces using correct methods	1	3	18	4223

## HAIR AND BEAUTY

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-252	J/600/8761	Display stock to promote sales in a salon	2	3	24	3002 3003
9980-253	T/600/8769	Promote products and services to clients in a salon	2	3	28	3002

## HORTICULTURE AND FORESTRY

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-205	H/502/0468	Clearing horticultural and landscaping sites	2	3	23	0065 7729
9980-206	L/502/1503	Collect and prepare propagation material	2	4	30	0065
9980-207	D/502/1425	Construct and maintain paths	2	3	23	0065 7729
9980-208	H/502/1510	Identify and collect plants for dispatch	2	2	15	0065
9980-209	T/502/1186	Laying hard surfaces for external landscaping	2	4	30	0065 7729
9980-210	R/502/0854	Maintain moisture levels for crops or plants	2	2	15	0065 7536 7384
9980-211	J/502/1533	Maintaining plants outdoors	2	3	23	0065 0070 0083 7729
9980-212	H/600/2658	Manage vegetation by cutting/mowing	2	4	30	0070
9980-213	Y/502/0466	Preparing and transporting plants and resources	2	2	15	0065 7729
9980-214	T/502/0443	Use and maintain chippers and/or shredders	2	3	23	0065 7729
9980-215	K/502/0438	Use and maintain non-powered and hand held powered tools and equipment	2	3	23	0065 7729

## HOSPITALITY & CATERING AND TRAVEL & TOURISM

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-138	D/601/5022	Provide a table and tray service	1	3	30	7131
9980-139	D/601/5098	Collect and Deliver Items for Customers and Staff	1	2	20	7131
9980-140	F/601/4218	Maintenance of a safe, hygienic and secure working environment	1	3	25	7131 7132
9980-141	F/601/4994	Prepare and clear areas for counter and takeaway service	1	3	25	7131 7132
9980-142	F/601/5028	Collect Linen and Make Beds	1	3	21	7131 7132
9980-254	H/601/4986	Serve food at the table	2	4	31	7132

# ICT

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-002	Y/502/0192	Computer Security and Privacy	Entry	1	5	4249 7574
9980-003	Y/601/2149	Online Basics	Entry	1	10	4249 7574
9980-005	L/502/2215	Specialist/bespoke software	Entry	2	15	4249 7574
9980-006	R/502/2216	Data management software	Entry	2	15	4249 7574
9980-007	T/502/0166	IT User fundamentals	Entry	2	15	4249 7574
9980-102	A/502/4624	Spreadsheet Software	1	3	20	4249 4419 4428 4475 4520 7540 7574 7593
9980-103	F/502/4401	Computerised Accounting Software	1	2	15	7574 4249
9980-104	F/502/4558	Data Management Software	1	2	15	4249 4428 4475 7574
9980-105	H/502/4374	Using Mobile IT Devices	1	2	15	4249 7574
9980-106	H/502/4553	Database Software	1	3	20	4249 4419 4428 4475 4520 7540 7574 7593 7712
9980-107	J/502/4206	IT User Fundamentals	1	3	20	1980 4249 7276 7574
9980-109	J/502/9311	Using a computer keyboard	1	1	10	4249 7574
9980-110	K/502/4618	Project Management Software	1	3	20	4249 7574 7593
9980-111	K/502/4621	Presentation Software	1	3	20	4249 4419 4428 4475 7540 7574 7712
9980-112	L/502/4384	IT Software Fundamentals	1	3	20	4249 4520 7574

# ICT

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-113	R/502/4256	IT Security for Users	1	1	10	4249 4428 7450 7574 7276
9980-115	T/502/4296	Using the Internet	1	3	20	3412 4249 4475 4520 7540 7574 7593
9980-116	Y/502/4209	Set Up an IT System	1	3	20	4428 7276
9980-117	Y/502/4369	Personal Information Management Software	1	2	15	4249 7574
9980-118	Y/502/4565	Desktop Publishing Software	1	3	20	4249 4475 4520 7540 7574 7593
9980-119	Y/502/4615	Multimedia Software	1	3	20	4249 7540 7574
9980-216	A/502/4297	Using the Internet	2	4	30	3412 4520 7540 7574 7593
9980-217	D/502/4292	IT Communication Fundamentals	2	2	15	3412 7540 7574
9980-219	D/502/4616	Multimedia Software	2	4	30	7574 7540
9980-220	F/500/7288	Email	2	4	20	7540
9980-221	F/502/4625	Spreadsheet Software	2	4	30	4419 4428 4475 4520 7540 7574 7593 7712
9980-222	J/502/4402	Computerised Accounting Software	2	3	20	7437 7574
9980-223	J/502/4559	Data Management Software	2	3	20	4428 4475 7450 7574
9980-224	K/502/4375	Using Mobile IT Devices	2	2	15	7574
9980-225	L/502/4207	IT User Fundamentals	2	3	20	0068 0070 7450 7574

## ICT

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-226	L/502/4210	Set Up an IT System	2	4	30	4428 7574
9980-227	M/502/4300	Using Email	2	3	20	3412 4475 4520 7540 7574 7593
9980-228	M/502/4555	Database Software	2	4	30	4419 4428 4475 4520 7540 7574 7593
9980-229	M/502/4619	Project Management Software	2	4	30	7574 7593
9980-230	M/502/4622	Presentation Software	2	4	30	4419 4428 4475 4520 7540 7574 7593 7712 8996
9980-231	R/502/4628	Word Processing Software	2	4	30	4419 4428 4475 4520 7540 7574 7593 7712
9980-232	R/502/4631	Website Software	2	4	30	4428 4520 7540 7574 7593 7712
9980-233	Y/502/4257	IT Security for Users	2	2	15	4428 7450 7574

## SALES AND MARKETING

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-287	A/502/8561	Complying with legal, regulatory and ethical requirements in a sales or marketing role	2	2	13	6801
9980-288	H/502/8599	Generating and qualifying sales leads	2	2	15	6801
9980-289	J/502/8580	Selling by telephone - outbound	2	4	27	3412 6801 6774



## SECURITY INDUSTRY

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-203	K/601/9039	Promote a healthy and safe workplace	2	2	14	2882 2915
9980-204	K/601/9042	Portray a positive personal image	2	2	15	2882 2915

## SPORT, LEISURE AND RECREATION

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-256	Y/501/5140	Monitor spectators and deal with crowd problems	2	4	17	6852

## RETAIL AND WAREHOUSE & DISTRIBUTION

Unit warehouse Number	Unit Accreditation Number	Unit Title	Level	Credits	GLH	Contributes to
9980-120	A/502/5756	Understanding the business of retail	1	1	8	1013
9980-126	A/601/3729	Pick goods in a logistics environment	1	2	20	1016
9980-127	J/601/3765	Sort goods and materials for recycling or disposal in a logistics environment	1	3	30	1016
9980-128	M/601/3727	Moving or handling goods manually in logistics facilities	1	2	20	1016
9980-129	M/601/3730	Wrap and pack goods in a logistics environment	1	2	20	1016
9980-130	T/601/3762	Maintain hygiene standards in handling and storing goods in a logistics environment	1	2	20	1016
9980-235	D/601/7935	Check stock levels and stock records	2	3	10	1016
9980-236	F/600/7642	Process financial documentation for goods	2	2	18	3293
9980-237	F/601/7913	Keep work areas clean in logistics operations	2	3	10	1016 3884
9980-238	F/601/7930	Process orders for customers in logistics operations	2	3	10	1016
9980-239	H/602/2859	Ensure the van is loaded correctly	2	4	25	4012
9980-240	H/602/2862	Ensure the van is unloaded correctly	2	3	15	4012
9980-243	L/601/7929	Maintain hygiene standards in handling and storing goods in logistics operations	2	3	16	1016
9980-244	M/601/9463	Dealing with payment transactions in logistics operations	2	2	10	4016
9980-245	R/600/7631	Arrange the transportation of goods by road	2	2	14	3293
9980-246	R/601/7916	Pick goods in logistics operations	2	3	15	3439
9980-247	R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	2	3	10	1016
9980-248	T/600/7623	Obtain information on goods being transported	2	3	26	3293
9980-249	T/601/7911	Keep stock at required levels in logistics operations	2	3	12	1016
9980-250	T/601/7925	Place goods in storage in logistics operations	2	4	16	1016 3439
9980-251	Y/601/7917	Wrap and pack goods in logistics operations	2	3	12	1016 3439 3884

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A man with short dark hair and glasses, wearing a black V-neck sweater over a light blue collared shirt, is smiling and holding a smartphone in his hands. He is standing outdoors in front of a brick building with colorful graffiti.

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