

Essential Skills for Work and Life Level 1 Units (Wales) (3846-01)

February 2013 Version 1.1

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Believe you can



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1 About your learner logbook

1.1 Contact details

Learner name	
Learner enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Qualification Assurer	
Quality Assurance Contact	

1.2 Introduction to the logbook

This logbook will help you work towards the unit(s) or qualification you are aiming to achieve.

This Logbook contains 22 x Level 1 units. You should discuss and agree which of these units you need to work towards with your Assessor/Tutor.

Version and date	Change detail	Section
1.1 February 2013	Unit 406 and 407 - inserted 'vocabulary' as bullet point (b) in AC3.1 Minor spelling amendments	Unit

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website www.cityandguilds.com.

2 Units

The following Level 1 units are included in this Logbook for learners working towards an Essential Skills for Work and Life Qualification (Wales)(3846):

Unit No.	UAN	Unit level	Unit title	Credit	GLH
404	F/504/3515	Level 1	Writing to communicate information	1	10
406	A/504/3514	Level 1	Writing to persuade	1	10
407	A/504/3528	Level 1	Writing to describe	1	10
408	Y/504/3004	Level 1	Developing writing skills - report	1	10
412	T/504/3463	Level 1	Using time	1	10
413	K/504/3475	Level 1	Using measurements	1	10
416	T/504/3527	Level 1	Calculations with measurements	1	10
421	J/504/3497	Level 1	Whole numbers, problem solving and calculations	2	20
424	F/504/3529	Level 1	Fractions, decimals and percentages	2	20
425	Y/504/3505	Level 1	Probability	1	10
426	L/504/3520	Level 1	Ratios and proportions	1	10
427	M/504/3445	Level 1	Using ICT systems	1	10
428	T/504/3513	Level 1	Developing and presenting information using ICT	2	20
430	D/504/3456	Level 1	Collection and presentation of data	1	10
431	L/504/3484	Level 1	Extracting data	1	10
433	M/504/3462	Level 1	Following safe and healthy working practices when using ICT	1	10
434	A/504/3495	Level 1	Finding, selecting and exchanging information using ICT	2	20
438	F/504/3496	Level 1	Speaking and listening, providing and receiving information	1	10
440	Y/504/3469	Level 1	Contributing to discussions	1	10
444	A/504/3447	Level 1	Reading for purpose	1	10
447	R/504/3504	Level 1	Following instructional and explanatory texts	1	10
448	T/504/3446	Level 1	Obtaining information and opinions from texts	1	10

3 Qualification structures

The Essential Skills for Work and Life suite comprises the following qualifications:

Accreditation number	Qualification title	Credits	Min credit at/above Level	GLH
600/7647/1	Entry Level Award In Essential Skills for Work and Life (Entry 1)	6	6	60
600/7648/3	Entry Level Award in Essential Skills for Work and Life (Entry 2)	6	6	60
600/7649/5	Entry Level Award In Essential Skills for Work and Life (Entry 3)	6	6	60
600/7192/8	Level 1 Award In Essential Skills for Work and Life	6	6	60
600/7185/0	Entry Level Certificate In Essential Skills for Work and Life (Entry 1)	16	16	160
600/7186/2	Entry Level Certificate In Essential Skills for Work and Life (Entry 2)	16	9	160
600/7187/4	Entry Level Certificate In Essential Skills for Work and Life (Entry 3)	16	12	160
600/7193/X	Level 1 Certificate In Essential Skills for Work and Life	16	9	160
600/7191/6	Entry Level Extended Certificate In Essential Skills for Work and Life (Entry 1)	24	24	240
600/7747/5	Entry Level Extended Certificate In Essential Skills for Work and Life (Entry 2)	24	18	240
600/7748/7	Entry Level Extended Certificate In Essential Skills for Work and Life (Entry 3)	24	18	240
600/7188/6	Entry Level Diploma In Essential Skills for Work and Life (Entry 1)	37	37	370
600/7189/8	Entry Level Diploma In Essential Skills for Work and Life (Entry 2)	37	28	370
600/7190/4	Entry Level Diploma In Essential Skills for Work and Life (Entry 3)	37	28	370

All units are portfolio-assessed, and there are no mandatory units. Each qualification operates on a 'pick and mix' basis and can include a mixture of communication, application of number and ICT units – depending on the nature of the programme and learners' particular skills gaps. Within the Award-sized qualifications (6 credits), it is possible to focus on just one subject area.

The rules of combination for each Certificate, Extended Certificate and Diploma-sized qualification include (where applicable) units one level above and one level below the level of the qualification. For example, it is possible to complete Entry 2 and Level 1 units as part of an Entry 3 qualification; although in each case a minimum number of credits (indicated above) must be at or above the level of the qualification. Within the Award-sized qualification, all units must be achieved at the level of the qualification.

It is not possible to count units achieved at more than one level towards the same qualification if they have the same title or cover the same area of the standards (eg the Entry 1 unit 'Using Whole Numbers to 10' and Entry 2 unit 'Using Whole Numbers up to 100' cannot both be counted). A complete list of all barred unit combinations is provided in the 3846 Qualification handbook.

This logbook only contains the Level 1 units. Units for Entry 1, Entry 2 and Entry 3 can be found in the corresponding logbooks.

Entry Level Certificate in Essential Skills for Work and Life (Entry 1) 600/7185/0 (3846-01)

Learners must achieve a minimum of **16** credits to achieve this qualification. A minimum of **9** credits must come from Group A and the remaining **7** credits may come from Group A and/or Group B.

Entry Level Certificate in Essential Skills for Work and Life (Entry 2) 600/7186/2 (3846-01)

Learners must achieve a minimum of **16** credits to achieve this qualification. A minimum of **9** credits must come from Group B and the remaining **7** credits from Group A and/or Group B and/or Group C.

Entry Level Certificate in Essential Skills for Work and Life (Entry 3) 600/7187/4 (3846-01)

Learners must achieve a minimum of **16** credits to achieve this qualification. A minimum of **9** credits must come from Group C and the remaining **7** credits from Group B and/or Group C and/or Group D.

Entry Level Diploma in Essential Skills for Work and Life (Entry 1) 600/7188/6 (3846-01)

Learners must achieve a minimum of **37** credits to achieve this qualification. A minimum of **19** credits must come from Group A and the remaining **18** credits from Group A and/or Group B.

Entry Level Diploma in Essential Skills for Work and Life (Entry 2) 600/7189/8 (3846-01)

Learners must achieve a minimum of **37** credits to achieve this qualification. A minimum of **19** credits must come from Group B and the remaining **18** credits from Group A and/or Group B and/or Group C.

Entry Level Diploma in Essential Skills for Work and Life (Entry 3) 600/7190/4 (3846-01)

Learners must achieve a minimum of **37** credits to achieve this qualification. A minimum of **19** credits must come from Group C and the remaining **18** credits from Group B and/or Group C and/or Group D.

Entry Level Extended Certificate in Essential Skills for Work and Life (Entry 1) 600/7191/6 (3846-01)

Learners must achieve a minimum of **24** credits to achieve this qualification. A minimum of **15** credits must come from Group A and the remaining **9** credits from Group A and/or Group B.

Level 1 Award in Essential Skills for Work and Life 600/7192/8 (3846-01)

Learners must achieve a minimum of **6** credits from Group D to achieve this qualification.

Level 1 Certificate in Essential Skills for Work and Life 600/7193/X (3846-01)

Learners must achieve a minimum of **16** credits to achieve this qualification. A minimum of **9** credits from Group D and the remaining **7** credits from Group C and/or Group D.

Entry Level Award in Essential Skills for Work and Life (Entry 1) 600/7647/1 (3846-01)

Learners must achieve a minimum of **6** credits to achieve this qualification. A minimum of **3** credits must come from Group A and the remaining **3** credits from Group A and/or Group B.

Entry Level Award in Essential Skills for Work and Life (Entry 2) 600/7648/3 (3846-01)

To achieve this qualification, learners must achieve a minimum of **6** credits. A minimum of **3** credits must come from Group B and the remaining **3** credits from Group B and/or Group C.

Entry Level Award in Essential Skills for Work and Life (Entry 3) 600/7649/5 (3846-01)

Learners must achieve a minimum of **6** credits to achieve this qualification. A minimum of **3** credits must come from Group C and the remaining **3** credits from Group C and/or Group D.

Entry Level Extended Certificate in Essential Skills for Work and Life (Entry 2) 600/7747/5 (3846-01)

Learners must achieve a minimum of **24** credits to achieve this qualification. A minimum of **15** credits must come from Group B and the remaining **9** credits from Group A and/or Group B and/or Group C.

Entry Level Extended Certificate in Essential Skills for Work and Life (Entry 3) 600/7748/7 (3846-01)

Learners must achieve a minimum of **24** credits to achieve this qualification. A minimum of **15** credits must come from Group C and the remaining **9** credits from Group B and/or Group C and/or Group D.

Unit accreditation number	City & Guilds unit number	Unit level	Unit title	Credit value
Group A				
A/504/3464	102	Entry 1	Writing texts	3
T/504/3477	109	Entry 1	Completing forms	2
A/504/3478	110	Entry 1	Using money	3
R/504/3471	111	Entry 1	Using shape	3
R/504/3499	112	Entry 1	Using time	2
A/504/3691	117	Entry 1	Calculations using whole numbers to 10	3
F/504/3692	119	Entry 1	Using whole numbers to 10	3
F/504/3451	127	Entry 1	Using ICT systems	2
J/504/3452	128	Entry 1	Developing and presenting information using ICT	2
Y/504/3486	132	Entry 1	Organising information	1
H/504/3507	133	Entry 1	Following safe and healthy working practices when using ICT	1
Y/504/3522	134	Entry 1	Finding, selecting and exchanging information using ICT	2
F/504/3434	135	Entry 1	Positional vocabulary	1
R/504/3485	136	Entry 1	Providing information orally	3
L/504/3470	137	Entry 1	Obtaining information orally	3
R/504/3521	141	Entry 1	Identifying the purpose of written material	3
J/504/3449	142	Entry 1	Reading for information	2
D/504/3506	146	Entry 1	Strategies for reading	3
J/504/3516	149	Entry 1	Comparing sizes	3

Unit accreditation number	City & Guilds unit number	Unit level	Unit title	Credit value
Group B				
L/504/3517	201	Entry 2	Preparing to write	3
Y/504/3441	203	Entry 2	Writing with meaning	3
M/504/3459	209	Entry 2	Completing forms	2
L/504/3453	210	Entry 2	Using money	2
H/504/3460	211	Entry 2	Using shape	2
J/504/3466	212	Entry 2	Using time	1
D/504/3473	214	Entry 2	Measuring and using weight	1
H/504/3443	215	Entry 2	Measuring and using length	2
K/504/3508	218	Entry 2	Calculations with whole numbers	3
J/504/3676	220	Entry 2	Using whole numbers up to 100	2
D/504/3523	222	Entry 2	Using fractions	2
H/504/3474	227	Entry 2	Using ICT systems	2
F/504/3501	228	Entry 2	Developing and presenting information using ICT	2
H/504/3491	233	Entry 2	Following safe and healthy working practices when using ICT	1
M/504/3509	234	Entry 2	Finding, selecting and exchanging information using ICT	2
M/504/3476	235	Entry 2	Positional vocabulary	1
Y/504/3472	236	Entry 2	Providing information orally	2
H/504/3457	237	Entry 2	Obtaining information orally	3
D/504/3442	239	Entry 2	Discussion skills	2
A/504/3500	242	Entry 2	Reading for information	3
F/504/3479	244	Entry 2	Reading for a purpose	3
T/504/3480	245	Entry 2	Reading graphical material	2
F/504/3465	246	Entry 2	Strategies for reading	2

Unit accreditation number	City & Guilds unit number	Unit level	Unit title	Credit value
Group C				
K/504/3444	301	Entry 3	Preparing to write	3
K/504/3461	304	Entry 3	Writing to communicate information	3
M/504/3493	305	Entry 3	Writing to communicate opinions	3
K/504/3511	309	Entry 3	Completing forms	2
M/504/3512	310	Entry 3	Using money	2
L/504/3467	311	Entry 3	Using shape	2
Y/504/3536	312	Entry 3	Using time	1
R/504/3454	313	Entry 3	Using measurements	3
K/504/3525	318	Entry 3	Calculations with whole numbers	3
Y/504/3519	323	Entry 3	Using fractions and decimals	3
R/504/3468	327	Entry 3	Using ICT systems	2
T/504/3530	328	Entry 3	Developing and presenting information using ICT	2
Y/504/3455	329	Entry 3	Collecting and presenting information graphically	2
J/504/3483	333	Entry 3	Following safe and healthy working practices when using ICT	1
L/504/3503	334	Entry 3	Finding, selecting and exchanging information using ICT	2
H/504/3524	336	Entry 3	Providing information orally	2
H/504/3510	337	Entry 3	Obtaining information orally	3
T/504/3494	339	Entry 3	Discussion skills	2
R/504/3518	342	Entry 3	Reading for information	3
J/504/3502	344	Entry 3	Reading for a purpose	3
F/504/3482	345	Entry 3	Reading graphical material	1
A/504/3481	346	Entry 3	Strategies for reading	2

Unit accreditation number	City & Guilds unit number	Unit level	Unit title	Credit value
Group D				
F/504/3515	404	Level 1	Writing to communicate information	1
A/504/3514	406	Level 1	Writing to persuade	1
A/504/3528	407	Level 1	Writing to describe	1
Y/504/3004	408	Level 1	Developing writing skills - report	1
T/504/3463	412	Level 1	Using time	1
K/504/3475	413	Level 1	Using measurements	1
T/504/3527	416	Level 1	Calculations with measurements	1
J/504/3497	421	Level 1	Whole numbers, problem solving and calculations	2
F/504/3529	424	Level 1	Fractions, decimals and percentages	2
Y/504/3505	425	Level 1	Probability	1
L/504/3520	426	Level 1	Ratios and proportions	1
M/504/3445	427	Level 1	Using ICT systems	1
T/504/3513	428	Level 1	Developing and presenting information using ICT	2
D/504/3456	430	Level 1	Collection and presentation of data	1
L/504/3484	431	Level 1	Extracting data	1
M/504/3462	433	Level 1	Following safe and healthy working practices when using ICT	1
A/504/3495	434	Level 1	Finding, selecting and exchanging information using ICT	2
F/504/3496	438	Level 1	Speaking and listening, providing and receiving information	1
Y/504/3469	440	Level 1	Contributing to discussions	1
A/504/3447	444	Level 1	Reading for purpose	1
R/504/3504	447	Level 1	Following instructional and explanatory texts	1
T/504/3446	448	Level 1	Obtaining information and opinions from texts	1

4 The assessment process

The following people at your centre will explain the assessment process and help you achieve your unit(s)/qualification.

The Assessor/Tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s)/qualification. You may have more than one Assessor/Tutor depending on which unit(s) you take. You may also be assessed by a person who is not your Tutor.

The Internal Quality Assurer

The Internal Quality Assurer maintains the quality of assessment within the centre.

The Qualification Consultant

The Qualification Consultant works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

5 Using your logbook

Recording forms

This logbook contains all of the forms you and your Assessor will need to plan, review and organise your evidence. Your Assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

6 Learner progress record

Qualification title													
Qualification level													
Minimum credits required													
Units													
Credits													
Total Credits Achieved:													

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 404

Writing to communicate information

1 credit

Outcome 1 Be able to plan texts that communicate information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 state purpose and audience of proposed texts						
1.2 produce a plan showing the information to be included in the text						
1.3 outline the proposed structure/format of the final texts						
1.4 identify images that could support the text.						

Outcome 2 Be able to draft texts that communicate information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 draft texts to include language suitable for purpose and audience						
2.2 use simple and compound sentences						
2.3 present information in a logical sequence						
2.4 organise continuous texts into paragraphs						
2.5 punctuate texts.						

Outcome 3 Be able to check own texts for accuracy, meaning and organisation

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 proof read texts for:						
a. meaning						
b. grammar						
c. punctuation						
d. spelling						
3.2 rewrite texts to include improvements						
3.3 include images to enhance meaning.						

Unit 404

Writing to communicate information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 406 Writing to persuade

1 credit

Outcome 1 Be able to plan persuasive texts

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 state purpose and audience of proposed persuasive texts						
1.2 produce a plan showing the information to be included in the text						
1.3 outline the proposed structure/format of the final texts						
1.4 identify images that could support the text.						

Outcome 2 Be able to draft texts that persuade

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 draft persuasive texts to include language suitable for purpose and audience						
2.2 use simple and compound sentences						
2.3 present information in a logical sequence						
2.4 organise continuous texts into paragraphs						
2.5 punctuate texts.						

Outcome 3 Be able to revise text for accuracy and meaning

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 proof read texts for:						
a. meaning						
b. vocabulary						
c. grammar						
d. punctuation						
e. spelling						
3.2 rewrite texts to include improvements						
3.3 include images to enhance meaning.						

Unit 406 Writing to persuade

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 407 Writing to describe

1 credit

Outcome 1 Be able to plan texts for a specific purpose

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 state purpose and audience of proposed descriptive texts						
1.2 produce a plan showing the information to be included in the texts						
1.3 outline the proposed structure/format of the final texts						
1.4 identify images that could support the texts.						

Outcome 2 Be able to draft descriptive texts

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 draft descriptive texts to include language suitable for purpose and audience						
2.2 use simple and compound sentences						
2.3 present information in a logical sequence						
2.4 use a thesaurus to find alternative vocabulary						
2.5 organise continuous texts into paragraphs						
2.6 punctuate texts.						

Outcome 3 Be able to check own texts for technical accuracy, meaning and organisation

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 proof read texts for:						
a. meaning						
b. vocabulary						
c. grammar						
d. punctuation						
e. spelling						
3.2 rewrite texts to include improvements						
3.3 include images to enhance meaning.						

Unit 407 Writing to describe

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 408

Developing writing skills - report

1 credit

Outcome 1 Be able to write using punctuation, grammar and spelling

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 produce written text, correctly punctuated, using a range of complete sentences to include conjunctions eg if, so, while, though, since, when						
1.2 produce written text using correct grammar eg subject-verb agreement, correct use of tense						
1.3 produce written text that is legible and spelled correctly most of the time, using a dictionary as necessary.						

Outcome 2 Be able to plan, draft and proof read a report suitable for the purpose and audience

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 plan and draft a report of at least four paragraphs, taking into account purpose and audience in terms of format, length and language						
2.2 proof-read and revise as necessary.						

Unit 408

Developing writing skills - report

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 412 Using time

1 credit

Outcome 1 Know how to specify and describe a practical activity, problem or task involving time

Assessment criteria The learner can:	Portfolio reference
1.1 outline problems to be tackled	
1.2 identify data, processes and calculations required to solve stated problems.	

Outcome 2 Know how to acquire data regarding time

Assessment criteria The learner can:	Portfolio reference
2.1 extract information from timetables using 24-hour clock	
2.2 read, measure and record time using units and equipment according to purpose.	

Outcome 3 Be able to calculate using time

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 carry out addition and subtraction involving time						
3.2 convert between units of time.						

Outcome 4 Be able to interpret the results of calculations involving time

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 present and explain the results of calculations involving time using a format and level of accuracy appropriate for purpose.						

Unit 412 Using time

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 413 Using measurements

1 credit

Outcome 1 Know how to specify and describe a practical activity, problem or task involving measure

Assessment criteria The learner can:	Portfolio reference
1.1 outline problems to be tackled	
1.2 identify equipment and measurements required to solve stated problems.	

Outcome 2 Be able to to estimate and measure

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 using metric units of measurement, estimate:						
a. length						
b. capacity						
c. weight						
2.2 identify objects that can be used to support estimation						
2.3 read scales, to the nearest labelled and unlabelled division, on equipment used to measure:						
a. length						
b. capacity						
c. weight						
d. temperature.						

Outcome 3 Be able to apply data from measurements

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use measurements to solve practical problems.						

Unit 413 Using measurements

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 416

Calculations with measurements

1 credit

Outcome 1 Know how to specify and describe a practical activity, problem or task requiring calculations using measurements

Assessment criteria The learner can:	Portfolio reference	
1.1 outline problems to be tackled		
1.2 identify data required to solve stated problems.		

Outcome 2 Be able to calculate within a measurement system

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 add and subtract common units of measure						
2.2 convert between units of measure within a system, eg, metres to centimetres.						

Outcome 3 Be able to use measurements to find properties of shapes

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use measurements to calculate:						
a. area						
b. perimeter						
c. volume						
of a variety of regular shapes.						

Outcome 4 Be able to apply results of calculations using measurements

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 present and explain the results of calculations involving measures using a format and level of accuracy appropriate for purpose.						

Unit 416

Calculations with measurements

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 421

Whole numbers, problem solving and calculations

2 credits

Outcome 1 Be able to specify and describe a practical activity, problem or task involving whole numbers

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 outline problems to be tackled						
1.2 identify data, processes and calculations required to solve stated problems.						

Outcome 2 Be able to perform calculations involving whole numbers in practical situations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 in practical situations perform calculations with whole numbers including:						
a. addition						
b. subtraction						
c. multiplication						
d. division						
2.2 give strategies for checking answers						
2.3 use a calculator to check answers.						

Outcome 3 Recognise negative numbers

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 compare negative numbers in practical situations						
3.2 use negative numbers in addition and subtraction.						

Outcome 4 Be able to interpret and apply the results of calculations involving whole numbers

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 round numbers to give a level of accuracy appropriate for purpose						
4.2 present and explain the results of calculations involving whole numbers.						

Unit 421

Whole numbers, problem solving and calculations

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 424

Fractions, decimals and percentages

2 credits

Outcome 1 Be able to specify and describe a practical activity, problem or task involving fractions, decimals and percentages

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 outline problems to be tackled						
1.2 identify data, processes and calculations required to solve stated problems.						

Outcome 2 Be able to perform calculations involving decimal numbers in practical situations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 in practical situations carry out calculations involving decimal numbers including:						
a. addition						
b. subtraction						
c. multiplication by a whole number						
d. division by a whole number.						

Outcome 3 Be able to apply knowledge of fractions

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 find unit and non unit fractions of whole numbers in a practical situation.						

Outcome 4 Be able to apply knowledge of percentages

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 in practical situations:						
a. find percentage parts of quantities						
b. find percentage increase and decrease in quantities, including money.						

Outcome 5 Know strategies for checking answers to calculations

Assessment criteria The learner can:	Portfolio reference	
5.1 use strategies for checking answers to calculations including:		
a. estimation after rounding		
b. inverse calculations.		

Outcome 6 Be able to interpret the results of calculations involving decimals, fractions and percentages

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
6.1 present and explain the results of calculations involving fractions, decimals and percentages using a format and level of accuracy appropriate for purpose.						

Unit 424

Fractions, decimals and percentages

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 425 Probability

1 credit

Outcome 1 Understand that probability is an expression of likelihood

Assessment criteria The learner can:	Portfolio reference	
1.1 state the likelihood of an event occurring using:		
a. fractions		
b. decimals		
c. percentages.		

Outcome 2 Be able to apply knowledge of probability

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 use probability to compare the likelihood of two events occurring in a practical situation						
2.2 use the result of probability calculation to inform a decision.						

Unit 425 Probability

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 426

Ratios and proportions

1 credit

Outcome 1 Know how to specify and describe a practical activity, problem or task involving use of ratio and proportion

Assessment criteria The learner can:	Portfolio reference	
1.1 state a problem or task requiring the use of ratio or direct proportion		
1.2 identify information required and procedure for solving the problem.		

Outcome 2 Be able to apply knowledge of ratio as the number of parts

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 use ratios to describe the number of parts of a whole within data.						

Outcome 3 Be able to apply knowledge of direct proportion as the same rate of increase and decrease

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use scales on diagrams to find and interpret information, including working out actual measurements						
3.2 use direct proportion to calculate quantities using ratio.						

Unit 426 Ratios and proportions

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 427 Using ICT systems

1 credit

Outcome 1 Understand a practical problem or given task requiring the use of ICT

Assessment criteria The learner can:	Portfolio reference
1.1 outline the given task which requires the use of ICT	
1.2 plan how the task is to be tackled.	

Outcome 2 Be able to use hardware, software and onscreen icons for a specific purpose

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 demonstrate how to start and shut down an ICT system						
2.2 identify which software applications are to be used to complete the given task in 1.1						
2.3 demonstrate how to open, use and close software identified in 2.2						
2.4 use input and output devices						
2.5 demonstrate how to use interface features						
2.6 use ICT system to undertake the task defined in 1.1.						

Outcome 3 Be able to save and retrieve data

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 demonstrate how to save data in files and folders so it can be found again						
3.2 use procedures for inserting, accessing and removing portable storage devices.						

Outcome 4 Be able to solve problems occurring when using ICT

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 use the help facility when using ICT						
4.2 give examples of problems that may occur with:						
a. ICT software						
b. ICT hardware						
4.3 outline ways of dealing with problems given in 4.2.						

Unit 427 Using ICT systems

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 428

Developing and presenting information using ICT

2 credits

Outcome 1 Be able to enter and edit information using ICT

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 enter data and text to create ICT based information						
1.2 use ICT to import information for a particular purpose.						

Outcome 2 Be able to organise information according to purpose

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 collate own and imported information						
2.2 format information using text, tables, images and numbers to suit a specified purpose and audience.						

Outcome 3 Be able to develop and amend information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 demonstrate proof reading of draft for accuracy and purpose						
3.2 identify and amend errors						
3.3 develop final copy so that presented information meets its purpose.						

Outcome 4 Be able to use ICT to present information for a purpose and an audience

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 use hard copies and screen shots to present ICT information						
4.2 use a range of layouts to present ICT to suit purpose and audience.						

Unit 428

Developing and presenting information using ICT

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 430

Collection and presentation of data

1 credit

Outcome 1 Know how to collect, organise and present data for a specific purpose

Assessment criteria The learner can:	Portfolio reference	
1.1 outline the task/problem requiring data collection and presentation		
1.2 plan data collection activity		
1.3 collect relevant data using accurate observations		
1.4 organise and present data collected in a format appropriate for the task/problem including chart, graph or diagram.		

Outcome 2 Know ways of describing data

Assessment criteria The learner can:	Portfolio reference	
2.1 find the range for a set of data		
2.2 find the mean for a set of data		
2.3 identify whether the values calculated give a true reflection of the data.		

Unit 430 Declaration

Collection and presentation of data

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 431 Extracting data

1 credit

Outcome 1 Know how to select relevant information from graphs, charts, tables and diagrams for a specific purpose

Assessment criteria The learner can:	Portfolio reference	
1.1 outline the task/problem requiring the extraction of information		
1.2 extract information for stated purpose from:		
a. graphs		
b. tables		
c. diagrams		
d. charts.		

Outcome 2 Understand that the presentation of data can influence interpretation

Assessment criteria The learner can:	Portfolio reference	
2.1 give examples of graphical representations that can be misleading.		

Outcome 3 Be able to use information obtained from graphs, charts, tables and diagrams

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 use data obtained from graphs, charts, tables and diagrams for a specific purpose.						

Unit 431 Extracting data

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 433

Following safe and healthy working practices when using ICT

1 credit

Outcome 1 Know and use safety measures when using ICT

Assessment criteria The learner can:	Portfolio reference	
1.1 demonstrate the safety checks that should be made prior to using ICT		
1.2 use steps to ensure personal safety and comfort		
1.3 demonstrate procedures for obtaining help when safety issues occur.		

Outcome 2 Understand the need to backup copies of work

Assessment criteria The learner can:	Portfolio reference	
2.1 give reasons for making backup copies		
2.2 demonstrate ways to create a backup copy		
2.3 give the advantages and disadvantages of the ways given in 2.2 including reference to security of data.		

Outcome 3 Understand security measures that need to be taken when using ICT

Assessment criteria The learner can:	Portfolio reference	
3.1 give examples of ways of ensuring passwords and PINs are secure		
3.2 give examples of ways to ensure ICT systems are secure		
3.3 demonstrate how to check that virus protection is valid.		

Outcome 4 Know how to use the internet safely

Assessment criteria The learner can:	Portfolio reference	
4.1 outline how to stay safe when using the internet		
4.2 outline safety and security measures needed when using social networking sites/chat rooms		
4.3 outline safety and security measures when using personal details online.		

Unit 433

Following safe and healthy working practices when using ICT

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 434

Finding, selecting and exchanging information using ICT

2 credits

Outcome 1 Understand that the choice of ICT sources will depend on the task

Assessment criteria The learner can:	Portfolio reference	
1.1 find ICT sources of information which could be used for a given task		
1.2 indicate, giving reasons, which of the ICT sources found were most appropriate to the task.		

Outcome 2 Be able to use ICT and other sources to locate and select information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 use ICT sources and other sources for the task given in 1.1						
2.2 demonstrate how to use the internet and other ICT sources to search and get different types of information						
2.3 state how to check the reliability of websites						
2.4 state how to identify if information is copyrighted						
2.5 state how a copyright might affect how information is used.						

Outcome 3 Be able to enter and save information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 demonstrate how to enter information						
3.2 demonstrate how to save information using folders and files						
3.3 demonstrate procedures for inserting, accessing and removing portable storage devices.						

Outcome 4 Be able to send, receive and respond to ICT based information

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 use ICT to send information						
4.2 compose emails that convey information						
4.3 open and save information sent as an attachment to an email						
4.4 reply to emails						
4.5 demonstrate how to add to and access information from an email address book.						

Unit 434

Finding, selecting and exchanging information using ICT

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 438

Speaking and listening, providing and receiving information

1 credit

Outcome 1 Understand and respond to spoken language in a range of contexts

Assessment criteria The learner can:	Portfolio reference	
1.1 identify relevant detail and information in explanations, instructions and discussions		
1.2 respond to points made by:		
a. asking questions to clarify and confirm understanding		
b. communicating agreement/disagreement, giving reasons.		

Outcome 2 Be able to speak to communicate facts and opinions in a range of contexts

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 state facts and opinions orally, in a range of contexts						
2.2 present information and ideas orally, in a logical sequence						
2.3 use strategies to support information and ideas presented						
2.4 use language appropriate to audience and context.						

Unit 438

Speaking and listening, providing and receiving information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 440

Contributing to discussions

1 credit

Outcome 1 Be able to follow and contribute to discussions

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 prepare for discussions by outlining:						
a. purpose						
b. information relevant to the discussion						
1.2 take part in discussions with two or more people to reach a shared understanding						
1.3 make clear and relevant contributions to discussions						
1.4 respect the turn taking rights of others during discussions						
1.5 use appropriate phrases or gestures to join the discussion						
1.6 outline conclusion to discussions.						

Unit 440 Contributing to discussions

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 444 Reading for purpose

1 credit

Outcome 1 Understand how language and other textual features are used to achieve different purposes

Assessment criteria The learner can:	Portfolio reference	
1.1 find examples of materials in a range of text types and state their purpose		
1.2 give examples of the variation of language and other features within the text used to achieve different purposes.		

Outcome 2 Understand that strategies for obtaining information will vary according to text and purpose

Assessment criteria The learner can:	Portfolio reference	
2.1 state the reading strategies that can be used to locate specific items of information within text and when this is appropriate		
2.2 state the strategies used to gain the gist of a text and when this is appropriate		
2.3 state the organisational features that can be used to locate information.		

Unit 444 Reading for purpose

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 447

Following instructional and explanatory texts

1 credit

Outcome 1 Understand instructional texts

Assessment criteria The learner can:	Portfolio reference	
1.1 find texts that provide instructions for a specific purpose		
1.2 identify criteria used to select the text most appropriate for purpose, eg, clarity, most up-to-date		
1.3 use reference materials to clarify the meaning of unfamiliar words		
1.4 follow instructions to carry out specified task.		

Outcome 2 Understand explanatory texts

Assessment criteria The learner can:	Portfolio reference	
2.1 find explanatory texts that meet a specific purpose		
2.2 give examples of the features of the text that identify it as being explanatory		
2.3 identify specific detail from explanatory texts to meet a specified purpose		
2.4 use detail obtained for a specified purpose.		

Unit 447 Declaration

Following instructional and explanatory texts

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Unit 448

Obtaining information and opinions from texts

1 credit

Outcome 1 Understand main points of texts

Assessment criteria The learner can:	Portfolio reference	
1.1 identify the main points and opinions from texts to meet a specific purpose		
1.2 use images to infer meaning which is not explicit in text		
1.3 use reference materials to clarify the meaning of unfamiliar words		
1.4 present the information obtained in a format to suit a specific purpose.		

Unit 448

Obtaining information and opinions from texts

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

I confirm that this learner has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

Appendix 1 **Summary of City & Guilds assessment policies**

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds Qualification Consultants check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **www.cityandguilds.com**, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all learners. Some learners may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **www.cityandguilds.com**, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your Assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **www.cityandguilds.com** or is available from the City & Guilds Customer Relations Team or your centre.

City & Guilds
Believe you can



www.cityandguilds.com

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 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, e-assessment, 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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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

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).

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