

# Level 3 Award in Nutrition for Physical Activity (4926-04)

## Qualification handbook

500/9204/2



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[www.cityandguilds.com](http://www.cityandguilds.com)  
Sept 2010  
Version 1.0



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Qualification title	Number
Level 3 Award in Nutrition for Physical Activity	4926-04

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# Introduction to the qualification

Qualification title and level	City & Guilds qualification number	Ofqual accreditation number	Last registration date	Last certification date
Level 3 Award in Nutrition for Physical Activity	4926-04	500/9204/2	31/12/2013	31/12/2016

## 1.1 Qualification structure

To achieve the Level 3 Award in Nutrition for Physical Activity, learners must achieve a mandatory unit, a total of **6 credits /40GLH**

Accreditation unit reference	City & Guilds unit number	City & Guilds Unit title	Unit title	Mandatory/ optional for full qualification
L/600/9054	Unit 305	Applying the Principles of Nutrition as Part of a Personal Training Programme	Level 3	Mandatory

## 1.2 Opportunities for progression

Candidates must have completed the **Level 2 Certificate in Fitness Instructing** qualification prior to this award.

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Level 3 VRQ Certificate in Personal Training
- Level 3 NVQ Diploma in Personal Training

Candidates completing these above qualifications are also eligible to join the Register of Exercise Professionals (REPS). For further information, please contact

### Register of Exercise Professionals

Address 10 Crown Hill  
Croydon,  
Surrey, CR0 1RZ  
Telephone +44 (0)20 8686 6464  
e-mail info@exerciseregister.org  
URL **www.exerciseregister.org**

## Sector Skills Council (SSC)

The SSC for this qualification are:



Address	<b>SkillsActive</b> Castlewood House 77 – 91 New Oxford Street London WC1A 1PX.
Telephone	0207 632 2000
Fax	0208 632 2001
e-mail	skills@skillsactive.com
URL	<b>www.skillsactive.com</b>

### 1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

Description	How to access
Assignment guide for centres	<a href="http://www.cityandguilds.com/sport">www.cityandguilds.com/sport</a>
Qualification Handbooks	<a href="http://www.cityandguilds.com/sport">www.cityandguilds.com/sport</a>
SmartScreen	<a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a>

### Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

e-mail	Query types
<b><a href="mailto:exercise@cityandguilds.com">exercise@cityandguilds.com</a></b>	All queries related to this suite of qualifications
<b><a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></b>	all learner enquiries, including <ul style="list-style-type: none"><li>• requesting a replacement certificate</li><li>• information about our qualification</li><li>• finding a centre.</li></ul>
<b><a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></b>	all centre enquiries
<b><a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a></b>	all enquiries relating to the Walled Garden, including <ul style="list-style-type: none"><li>• setting up an account</li><li>• resetting passwords.</li></ul>

**City & Guilds websites:**

<b>Website</b>	<b>Address</b>	<b>Purpose and content</b>
City & Guilds main website	<b><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></b>	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
SmartScreen	<b><a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a></b>	SmartScreen is the City & Guilds online learning support website. It gives registered subscribers access to qualification-specific support materials.
Walled Garden	<b><a href="http://www.walled-garden.com">www.walled-garden.com</a></b>	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.



## 2 Centre requirements



This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

### **Centres not yet approved by City & Guilds**

To offer these qualifications, centres will need to gain both **centre and qualification approval**. Please refer to our website for further information.

### **Existing City & Guilds centres**

To offer these qualifications, centres already approved to deliver City & Guilds qualifications will need to gain **qualification approval**. Please refer to our website for further information.

## **2.1 Resource requirements**

### **Physical resources**

Centres must have access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities. It is acceptable for centres to use specially designated areas within a centre for the practical units.

### **Centre staff**

Centre staff must satisfy the requirements for occupational expertise for these qualifications. These requirements are as follows:

- staff should be technically competent in the areas for which they are delivering training and or should also have experience of providing training
- assessors and tutors should hold a Level 3 qualification in Personal Training, or a related equivalent qualification
- assessors and tutors should ideally have at least 18 months recent relevant experience in the specific area they will be assessing
- knowledge of and a commitment to the Exercise and Fitness Code of Ethical Practice
- actively involved in a process of industry relevant Continuing Professional Development (CPD) during the last two years.

### **Desirable criteria**

It is desirable for all assessors and verifiers to be registered with the Register of Exercise Professionals (REPS) or recognised registers in Scotland or Northern Ireland.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

## **Assessors and internal verifiers**

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualifications.

## **Continuing professional development (CPD)**

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

## **2.2 Candidate entry requirements**

Candidates must have completed the Level 2 Certificate in Fitness Instructing qualification prior to this award.

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

## **Age restrictions and legal considerations**

These qualifications are not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group. However, it is advisable that candidates when completing the qualification are approaching 18 years of age.

## Availability of units

The units for these qualifications follow.

They may also be obtained from the centre resources section of the City & Guilds website.

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)

## Structure of units

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

- City & Guilds reference 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

City & Guilds unit number	Unit title	Level	Credit value	Guided learning hours	Accreditation unit reference
<b>Mandatory</b>					
Unit 305	Applying the Principles of Nutrition as Part of a Personal Training Programme	Level 3	6	40	L/600/9054

## Unit 305

# Applying the Principles of Nutrition as Part of a Personal Training Programme

**Level:** 3

**Credit value:** 6

### Unit aim

This unit covers the learner's ability to apply the principles of nutrition to support client goals as part of an exercise and physical activity programme.

### Learning outcomes

There are **nine** learning outcomes to this unit. The learner will be able to:

1. Understand the principles of nutrition
2. Understand key guidelines in relation to nutrition
3. Understand nationally recommended practice in relation to providing nutritional advice
4. Understand the relationship between nutrition and physical activity
5. Understand how to collect information relating to nutrition
6. Understand how to use nutritional information
7. Understand the principles of nutritional goal setting with clients
8. Be able to collect and analyse nutritional information
9. Be able to apply the principles of nutrition to a physical activity programme

### Guided learning hours

It is recommended that **40** hours should be allocated for this unit. This may be on a full-time or part-time basis.

### Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the Instructing Physical Activity and Exercise 2009 NOS D462 Apply the principles of nutrition to support client goals as part of an exercise and physical activity programme

### Endorsement of the unit by a sector or other appropriate body

A letter of support from SkillsActive is required for any qualification in which this unit is used.

### Assessment and grading

This unit will be assessed by:

- A short-answer test covering practical skills and underpinning knowledge.

## Unit 305      Applying the Principles of Nutrition as Part of a Personal Training Programme

Outcome 1      Understand the principles of nutrition

### Underpinning knowledge

The learner can:

1. describe the **structure** and function of the digestive system
2. explain the meaning of key nutritional terms including:
  - diet
  - healthy eating
  - nutrition
  - balanced diet
3. describe the function and metabolism of:
  - **macro nutrients**
  - **micro nutrients**
4. explain the **main food groups** and the nutrients they contribute to the diet
5. identify the calorific value of nutrients
6. explain the common terminology used in nutrition including:
  - UK dietary reference values (DRV)
  - Recommended daily allowance (RDA)
  - Recommended daily intake (RDI)
  - Glycemic Index
7. interpret food labelling information
8. explain the significance of healthy food preparation
9. explain the relationship between nutrition, physical activity, body composition and health including:
  - links to disease/disease risk factors
  - cholesterol
  - types of fat in the diet.

### Range

#### Structure

Mouth, epiglottis, oesophagus, stomach, duodenum, small intestine, large intestine, anus

#### Macro nutrients

Carbohydrates, proteins, fats

Bread, rice, pasta, and starch foods / fruits and vegetables / milk and dairy / meat / fish and alternatives / foods high in fat or sugar

#### Micro nutrients

Vitamins (A, B1, B2, B12, Niacin, Folic Acid, C, D, E, K), minerals (calcium, iron, magnesium, phosphorus, potassium, sodium, sulphur)

**Main food groups**

Carbohydrates, proteins, fats

## **Unit 305                      Applying the Principles of Nutrition as Part of a Personal Training Programme**

Outcome 2                      Understand key guidelines in relation to nutrition

### **Underpinning knowledge**

The learner can:

1. identify the range of **professionals and professional bodies** involved in the area of nutrition
2. Explain key healthy eating advice that underpins a healthy diet
3. Describe the nutritional principles and key features of the **National Food Model/Guide**
4. Define **portion sizes** in the context of the National food model/guide
5. Explain how to access reliable **sources of nutritional information**
6. distinguish between evidence-based knowledge versus the unsubstantiated marketing claims of suppliers

### **Range**

#### **Professionals and professional bodies/ Sources of nutritional information**

World Health Organisation (WHO), British Nutrition Foundation, British Diabetic Association, Health Education Authority (HEA), British Heart Foundation, British Diabetic Foundation, Food Standards Agency (FSA)

#### **National food model/guide**

Recommended daily allowance, eatwell plate

#### **Portion sizes**

Starch carbohydrates: 6-11 servings, vegetables: 3-5 servings, fruit: 2-4 servings, dairy products: 2-3 servings, meat, fish, poultry: 2-3 servings, fats, oils, sweets: use sparingly

## Unit 305

# Applying the Principles of Nutrition as Part of a Personal Training Programme

### Outcome 3

Understand nationally recommended practice in relation to providing nutritional advice

#### Underpinning knowledge

The learner can:

1. explain professional role boundaries with regard to offering nutritional advice to clients
2. explain the importance of communicating **health risks** associated with weight loss fads and popular diets to clients
3. evaluate the potential health and performance implications of **severe energy restriction**, weight loss and weight gain
4. identify clients at risk of nutritional deficiencies
5. explain how cultural and religious dietary practices can influence nutritional advice
6. describe safety, effectiveness and contraindications relating to protein and vitamin supplementation
7. explain why detailed or complex dietary analysis that incorporates major dietary change should always be referred to a registered dietician.

#### Range

##### Health risks

Yo-yo dieting, low body fat resulting in loss of periods (amenorrhoea), osteoporosis, insufficient vitamins and minerals, unhealthy cholesterol levels

##### Severe energy restriction

Irregular metabolism, break down of body tissues (muscle), low in energy stores, impaired performance, physical/sporting performance



## **Unit 305                      Applying the Principles of Nutrition as Part of a Personal Training Programme**

**Outcome 4                      Understand the relationship between nutrition and  
physical activity**

### **Underpinning knowledge**

The learner can:

1. define the role of carbohydrate, fat and protein as fuels for **aerobic** and **anaerobic** energy production
2. explain the **components of energy expenditure** and the energy balance equation
3. explain how to calculate and estimate Basal Metabolic Rate (BMR)
4. explain how to estimate energy requirements based on physical activity levels and other relevant factors
5. identify energy expenditure for different physical activities
6. evaluate the nutritional requirements and hydration needs of clients engaged in physical activity.

### **Range**

#### **Aerobic**

Aerobic glycolysis/aerobic system (carbohydrates and fats)

#### **Anaerobic**

Anaerobic glycolysis/lactic acid system (carbohydrates), CP/PC system (Creatine phosphate)

### **Components of energy expenditure**

*Aerobic system:* Low/moderate intensity, prolonged duration exercise

*Lactic Acid System:* High intensity, short duration exercise

*Creatine Phosphate system:* Very high intensity, very short duration exercise

## Unit 305

## Applying the Principles of Nutrition as Part of a Personal Training Programme

### Outcome 5

Understand how to collect information relating to nutrition

#### Underpinning knowledge

The learner can:

1. explain why it is important to obtain clients' informed consent before collecting nutritional **information**
2. describe the information that needs to be collected to offer nutritional advice to clients
3. explain the legal and ethical implications of collecting nutritional information
4. describe different **formats** for recording nutritional information
5. explain why confidentiality is important when collecting nutritional information
6. describe issues that may be sensitive when collecting nutritional information
7. explain different **methods** that can be used to measure body composition and health risk in relation to weight.

#### Range

##### Information

Food consumed, fluid intake, portions of food, times food is consumed

##### Formats

Pie charts, food diary, graphs, reports

##### Methods

Body fat percentage, skin callipers, hydrostatic weighing, bio-electrical impedance, hip waist ratio

## **Unit 305                      Applying the Principles of Nutrition as Part of a Personal Training Programme**

Outcome 6                      Understand how to use nutritional information

### **Underpinning knowledge**

The learner can:

1. describe basic **dietary assessment methods**
2. explain how to analyse and interpret collected information so that clients' needs and nutritional goals can be identified with reference to the National food model/guide recommendations
3. describe how to interpret information gained from methods used to assess body composition and health risk in relation to weight
4. explain how to sensitively divulge collected information and 'results' to clients
5. explain how to recognise the **signs and symptoms of disordered eating** and healthy eating patterns
6. describe the key features of the industry guidance note on '**Managing users with suspected eating disorders**'
7. explain the circumstances in which a client should be recommended to visit their GP about the possibility of referral to a registered dietician.

### **Range**

#### **Dietary assessment methods**

Food diary, reports, consultation, observation

#### **Signs and symptoms of disordered eating**

Frequency of meals, quantity of meals, quality of meals, consistency, attitude to eating, behaviour

#### **Managing users with suspected eating disorders**

There is a document on the website outlining this information

## Unit 305

## Applying the Principles of Nutrition as Part of a Personal Training Programme

### Outcome 7

Understand the principles of nutritional goal setting with clients

#### Underpinning knowledge

The learner can:

1. explain how to apply the **principles of goal setting** when offering nutritional advice
2. explain how to translate nutritional goals into basic healthy eating advice that reflects current National guidelines
3. explain when **people** other than the client should be involved in nutritional goal setting
4. define which other people could be involved in nutritional goal setting
5. identify the **barriers** which may prevent clients achieving their nutritional goals
6. explain how to apply basic **motivational strategies** to encourage healthy eating and prevent non-compliance or relapse
7. explain the need for reappraisal of clients' body composition and other relevant health parameters at agreed stages of the programme.

#### Range

##### Principles of goal setting

SMART- Specific, Measurable, Achievable, Realistic, Time bound

##### People

General practitioner, registered dietitian, coach, nutritional specialist

##### Barriers

Motivation, finance, time, commitments (family, work), religion/culture, lifestyle, medication

##### Motivational strategies

Goal setting, rewards, focusing, support systems, contingency plan or alternative foods, lifestyle changes, self recognition of clients own barriers

**Unit 305**                      **Applying the Principles of Nutrition as Part of  
a Personal Training Programme**

Outcome 8                      Be able to collect and analyse nutritional  
information

**Practical skills**

The learner can:

1. collect information needed to provide clients with appropriate healthy eating advice
2. record information about clients and their nutritional goals in an approved format
3. analyse collected information including nutritional needs and preferences in relation to the clients current status and nutritional goals.

## Unit 305

## Applying the Principles of Nutrition as Part of a Personal Training Programme

### Outcome 9

Be able to apply the principles of nutrition to a physical activity programme

#### Practical skills

The learner can:

1. access and make use of credible **sources of information** and advice in establishing goals
2. design and agree nutritional goals that are compatible with the analysis, accepted good practice and national guidelines
3. identify and obtain credible educational resources for use with clients
4. ensure that the nutritional goals support and integrate with other programme components
5. agree review points with the clients
6. review the clients understanding of how to follow the nutritional advice as part of their physical activity programme
7. monitor, evaluate and review the clients' progress towards their nutritional goals.

#### Range

##### Sources of information

World Health Organisation (WHO), British Nutrition Foundation, British Diabetic Association, Health Education Authority (HEA), British Heart Foundation, British Diabetic Foundation, Food Standards Agency (FSA)

## 4 Assessment

### 4.1 Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

Unit No.	Title	Assessment Method	Where to obtain assessment materials
305	Applying the Principles of Nutrition as Part of a Personal Training Programme	Short- answer test. Externally set internally marked and externally verified. The assessment covers all of the knowledge outcomes.	Order Assessment pack from publications or access it on our website. Stock code: EN034926

### Time constraints

All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

### 4.2 Assignments

The assignments are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, by the centre, using the information provided and the results recorded on the documents provided by City & Guilds. Assignments are subject to internal and external verification.

### 4.3 Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at:

**[www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios)**

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

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.

### 4.4 Accreditation of prior learning and experience (APEL)

Accreditation of Prior Learning (APL) and Accreditation of Prior Experience and Learning (APEL) recognise the contribution a person's previous experience could contribute to a qualification.

## 5 Course design and delivery

### 5.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualifications. This is sometimes referred to as diagnostic testing
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available on the City & Guilds website.



## 5 Course design and delivery

### 5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualifications.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards and other related qualifications.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualifications.

For further information to assist with the planning and development of the programme, please refer to the following:

- Useful material is available on SmartScreen.
- SkillsActive website address [www.skillsactive.com](http://www.skillsactive.com)

## **Appendix 1      Relationships to other qualifications**

### **Links to other qualifications and frameworks**

City & Guilds has identified the connections to other qualifications. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, units within a QCF qualification may be similar in content to units in the NQF qualification which the candidate may have already undertaken and this may present opportunities for APL.

These qualifications have connections to the:

- Level 3 VRQ in Personal Training
- Level 3 NVQ in Personal Training
- Sports and Recreation

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](http://www.cityandguilds.com)**.

***Providing City & Guilds qualifications – A Guide to Centre and Qualification Approval***

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. Specifically, the document includes sections on:

- the centre and qualification approval process and forms
- assessment, verification and examination roles at the centre
- registration and certification of candidates
- non-compliance
- complaints and appeals
- equal opportunities
- data protection
- frequently asked questions.

***Ensuring quality*** contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- management systems
- maintaining records
- assessment
- internal verification and quality assurance
- external verification.

***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***  
Find out how to register and certificate candidates on line
- ***Qualifications and Credit Framework (QCF)***  
Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- ***Events***  
Contains dates and information on the latest Centre events
- ***Online assessment***  
Contains information on how to register for GOLA assessments.

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## Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> <li>• General qualification information</li> </ul>
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Registrations/enrolment</li> <li>• Certificates</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> <li>• Results</li> </ul>
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Results</li> <li>• Certification</li> <li>• Missing or late exam materials</li> <li>• Incorrect exam papers</li> <li>• Forms request (BB, results entry)</li> <li>• Exam date and time change</li> </ul>
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> <li>• Results</li> <li>• Entries</li> <li>• Enrolments</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> </ul>
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> <li>• Re-issue of password or username</li> <li>• Technical problems</li> <li>• Entries</li> <li>• Results</li> <li>• GOLA</li> <li>• Navigation</li> <li>• User/menu option problems</li> </ul>
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> <li>• Employer solutions</li> <li>• Mapping</li> <li>• Accreditation</li> <li>• Development Skills</li> <li>• Consultancy</li> </ul>
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> <li>• Logbooks</li> <li>• Centre documents</li> <li>• Forms</li> <li>• Free literature</li> </ul>

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **[feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

