

Level 1 and 2 Certificate / Diploma in Vehicle Valeting Principles (4290- 41/42)

October 2013 Version 1.1



Qualification at a glance

Subject area	Maintenance and Repair
City & Guilds number	4290
Age group approved	16+
Assessment	Assignment Portfolio of evidence
Support materials	Centre handbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 1 Certificate in Vehicle Valeting Principles	4290-41	600/4879/7
Level 2 Diploma in Vehicle Valeting Principles	4290-42	600/4886/4

Version and date	Change detail	Section
1.1 October 2013	Unit supporting information updated with introductory text	Units



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1 Introduction

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

Area	Description
Who are the qualifications for?	These qualifications are aimed at candidates who want to learn, develop and practise the skills required for employment and/or career progression in the motor vehicle car valeting sector.
What do the qualifications cover?	These qualifications cover how to supply a quality cleaning and finishing service for car owners, users and dealers, working with others in a safe environment and delivering excellent customer service.
Are the qualifications part of a framework or initiative?	No
What opportunities for progression are there?	<p>Candidates who are successful will be able to progress in employment or to a range of further education and professional body qualifications. For example:</p> <p>Working as a car valet for the following employers: independent valeting businesses (ranging from small mobile outfits to firms with large premises or a fleet of vehicles), franchised motor dealers and used car dealers that offer valeting services, auto-centres (superstores with services bays attached), car body repair centres or garages offering general vehicle repairs and servicing.</p> <p>Candidates could be promoted to Supervisory or Team Leader roles or even set up their own car valeting workshop.</p> <p>In regards to training, the transferable skills acquired will enable candidates to move across other automotive disciplines or Apprenticeships/Advanced Apprenticeships in Vehicle Maintenance and Repair, Body and Paint, Vehicle Fitting or Vehicle Parts.</p> <p>Learners could also move into Institute of Leadership and Management qualifications.</p>

Structure

To achieve the **Level 1 Certificate in Vehicle Valeting Principles**, learners must achieve **24** credits from the mandatory units. All units in the following table are mandatory.

Level 1 Certificate in Vehicle Valeting Principles

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	GLH	Level
Y/601/7254	001	Skills in health, safety and good housekeeping in the automotive environment	7	60	2
Y/601/6265	031	Skills in supporting working relationships in the automotive work environment	3	27	1
D/601/6171	051	Knowledge of health, safety and good housekeeping in the automotive environment	3	30	2
F/601/6180	081	Knowledge to support working relationships in the automotive work environment	3	28	1
K/503/5649	411	Skills in motor vehicle exterior valeting	2	19	1
H/503/5651	412	Skills in motor vehicle interior valeting	2	14	1
D/503/5647	461	Knowledge of motor vehicle exterior valeting	2	15	1
D/503/5650	462	Knowledge of motor vehicle interior valeting	2	15	1

To achieve the **Level 2 Diploma in Vehicle Valeting Principles**, learners must achieve **46** credits from the mandatory units. All units in the following table are mandatory.

Level 2 Diploma in Vehicle Valeting Principles

Unit accreditation number	City & Guilds unit number	Unit title	Credit value	GLH	Level
Y/601/7254	001	Skills in health, safety and good housekeeping in the automotive environment	7	60	2
Y/601/6265	031	Skills in supporting working relationships in the automotive work environment	3	27	1
D/601/6171	051	Knowledge of health, safety and good housekeeping in the automotive environment	3	30	2
F/601/6180	081	Knowledge to support working relationships in the automotive work environment	3	28	1
K/503/5649	411	Skills in motor vehicle exterior valeting	2	19	1
H/503/5651	412	Skills in motor vehicle interior valeting	2	14	1
M/503/5653	413	Skills in restoring motor vehicle exterior condition	3	19	2
A/503/5753	414	Skills in how to assess motor vehicle condition in vehicle valeting	1	6	2
H/503/5648	415	Skills in reinstating motor vehicle interior condition	3	19	2
J/601/1210	416	Deliver reliable customer service	5	33	2

L/601/0933	417	Give customers a positive impression of yourself and your organisation	5	33	2
D/503/5647	461	Knowledge of motor vehicle exterior valeting	2	15	1
D/503/5650	462	Knowledge of motor vehicle interior valeting	2	15	1
K/503/5652	463	Knowledge of restoring motor vehicle exterior condition	2	15	2
Y/503/5646	464	Knowledge of how to assess motor vehicle condition in vehicle valeting	1	6	2
T/503/5654	465	Knowledge of reinstating motor vehicle interior condition	2	15	2



2 Centre requirements

Approval

Valeting level 1 (4290-41)

If your centre is already offering the Body and Paint level 2 and 3 qualifications (4271/4291-12, 13, 22, 23) you will be automatically approved for Valeting level 1 (4290-41) without direct claims status.

If your centre is already offering the Body and Paint entry level 3 and level 1 qualifications (3902-02, 4291-11, 21) you will be automatically approved for Valeting level 1 (4290-41) without direct claims status.

If your centre is already offering the LV, HV, MC, VF, MET qualifications at any level (3902-01, 03, 11, 4270/4290-11,12,13, 22, 23, 32, 33, 51, 52, 53 and 4271/4291-32 and 33) you can apply for fast track approval for Valeting level 1 (4290-41)

If your centre is already offering any other automotive qualification, e.g. auto electrical, vehicle parts (4270/4290-62, 63; 4150/4151-02, 03) the full approval process is required for Valeting level 1 (4290-41)

Valeting level 2 (4290-42)

If your centre is already offering the Body and paint level 2 and 3 qualifications (4271/4291-12, 13, 22, 23) you will be automatically approved for Valeting level 2 (4290-42) without direct claims status.

If your centre is already offering the Body and paint entry level 3 and level 1 qualifications (3902-02, 4291-11, 21) you can apply for fast track approval for Valeting level 2 (4290-42)

If your centre is already offering the LV, HV, MC, VF, MET qualifications at any level (3902-01, 03, 11, 4290-17, 4270/4290-11,12,13, 22, 23, 32, 33, 51, 52, 53 and 4271/4291-32 and 33) you can apply for fast track approval for Valeting level 2 (4290-42)

If your centre is already offering any other automotive qualification, e.g. auto electrical, vehicle parts (4270/4290-62, 63; 4150/4151-02, 03) the full approval process is required for Valeting level 2 (4290-42).

This is further detailed in the following table.

Qualification	Number	Valeting level 1	Valeting level 2
Body and paint levels 2 and 3	4271/4291-12, 13, 22, 23	Automatic approval without DCS	Automatic approval without DCS
Body and paint entry level 3 and level 1	3902-02, 4291-11, 21	Automatic approval without DCS	Fast track Form
LV, HV, MC, VF, MET all levels	3902-01, 03, 11, 4290-17, 4270/4290-11, 12, 13, 22, 23, 32, 33, 51, 52, 53 and 4271/4291-32 and 33	Fast track Form	Fast track Form
Other automotive qualifications auto electrical, vehicle parts	4270/4290-62, 63; 4150/4151-02, 03	Full approval process	Full approval process

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual – Supporting Customer Excellence* for further information.

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

Resource requirements

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Assessors and internal verifiers

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

Full details and guidance on internal and external quality assurance requirements and procedures are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of www.cityandguilds.com. This document also explains the tasks, activities and responsibilities of quality assurance staff.

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Candidate entry requirements

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

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as these qualifications is/are not approved for under 16s.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for these qualifications:

Description	How to access
Qualification handbook	www.cityandguilds.com
Assignment guide for centres	www.cityandguilds.com
Automotive QCF qualifications assessor guidance	www.cityandguilds.com



4 Assessment

Assessment of the qualification

Candidates must:

- successfully complete one assignment for each mandatory unit

City & Guilds has written the following assessments to use with this qualification:

- assignments
- short answer questions

Time constraints

The following must be applied to the assessment of this qualification:

- Candidates must finish their assessment within their registration period



5 Units

Availability of units

Below is a list of the learning outcomes for all the units.

Structure of units

These units each have the following:

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

Unit 001

Skills in health, safety and good housekeeping in the automotive environment

UAN:	Y/601/7254
Level:	2
Credit value:	7
GLH:	60
Relationship to NOS:	This unit is linked to the IMI NOS G01 & G02S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	<p>This unit will enable the learner to develop the skills required to:</p> <ul style="list-style-type: none">• carry out day to day work area cleaning, clearing away, dealing with spillages and disposal of waste, used materials and debris.• identify hazards and risks in the automotive environment and complying with relevant legislation and good practice.• work safely at all times within the automotive environment, both as an individual and with others.

Learning outcome
The learner will: 1. Be able to use correct personal and vehicle protection within the automotive environment
Assessment criteria
The learner can: 1.1 select and use personal protective equipment throughout activities. To include appropriate protection of: <ul style="list-style-type: none">• eyes• ears• head• skin• feet• hands• lungs 1.2 select and use vehicle protective equipment throughout all activities

Learning outcome
The learner will: 2. Be able to carry out effective housekeeping practices in the automotive environment
Assessment criteria
The learner can: 2.1 select and use cleaning equipment which is of the right type and suitable for the task 2.2 use utilities and appropriate consumables, avoiding waste 2.3 use materials and equipment to carry out cleaning and maintenance duties in allocated work areas, following automotive work environment policies, schedules and manufacturers instructions 2.4 perform housekeeping activities safely and in a way which minimises inconvenience to customers and staff 2.5 keep the work area clean and free from debris and waste materials 2.6 keep tools and equipment fit for purpose by regular cleaning and keeping tidy 2.7 dispose of used cleaning agents, waste materials and debris to comply with legal and workplace requirements

Learning outcome
The learner will: 3. Be able to recognise and deal with dangers in order to work safely within the automotive workplace
Assessment criteria
The learner can: 3.1 name and locate the responsible persons for health and safety in their relevant workplace 3.2 identify and report working practices and hazards which could be harmful to themselves or others 3.3 carry out safe working practices whilst working with equipment, materials and products in the automotive environment 3.4 rectify health and safety risks encountered at work, within the scope and capability of their job role

Learning outcome
The learner will: 4. Be able to conduct themselves responsibly
Assessment criteria
The learner can: 4.1 show personal conduct in the workplace which does not endanger the health and safety of themselves or others 4.2 display suitable personal presentation at work which ensures the health and safety of themselves and others at work

Unit 031

Skills in supporting working relationships in the automotive work environment

UAN:	Y/601/6265
Level:	1
Credit value:	3
GLH:	27
Relationship to NOS:	This unit is linked to the IMI NOS G3.1S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit is about the skills needed to develop and keep good working relationships with all colleagues in the workplace by using effective communication and support skills

Learning outcome
The learner will: 1. Be able to work effectively within the organisational structure of the automotive work environment
Assessment criteria
The learner can: 1.1 show a prompt and willing response to requests from customers and colleagues in the work environment 1.2 refer customers and colleagues to the correct person should requests fall outside their responsibility and capability

Learning outcome
The learner will: 2. Be able to obtain and use information in order to support their job role within the automotive work environment
Assessment criteria
The learner can: 2.1 identify, locate and use relevant information, in an automotive work environment.

Learning outcome
The learner will: 3. Be able to communicate with and support colleagues and customers within the automotive work environment
Assessment criteria
The learner can: 3.1 use methods of communication with customers and colleagues which meet their needs 3.2 give customers and colleagues accurate information 3.3 communicate with customers and colleagues clearly and courteously

Learning outcome
The learner will: 4. Be able to demonstrate good working relationships in the automotive work environment
Assessment criteria
The learner can: 4.1 demonstrate positive team work within an automotive environment 4.2 treat customers and colleagues in a way which shows respect for their views and opinions 4.3 make and keep achievable commitments to customers and colleagues 4.4 identify and inform colleagues promptly of anything likely to affect their own work

Unit 051

Knowledge of health, safety and good housekeeping in the automotive environment

UAN:	D/601/6171
Level:	2
Credit value:	3
GLH:	30
Relationship to NOS:	This unit is linked to the IMI NOS G01 & G02K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	<p>This unit enables the learner to develop an understanding of:</p> <ul style="list-style-type: none">• routine maintenance and cleaning of the automotive environment and using resources economically• health and safety legislation and duties of everyone in the motor vehicle environment. It will provide an appreciation of significant risks in the automotive environment and how to identify and deal with them. Once completed the learner will be able to identify hazards and evaluate and reduce risk.

Learning outcome
The learner will: 1. Understand the correct personal and vehicle protective equipment to be used within the automotive environment
Assessment criteria
The learner can: 1.1 explain the importance of wearing the types of PPE required for a range automotive repair activities 1.2 identify vehicle protective equipment for a range of repair activities 1.3 describe vehicle and personal safety considerations when working at the roadside

Learning outcome
The learner will: 2. Understand effective housekeeping practices in the automotive environment
Assessment criteria
The learner can: 2.1 describe why the automotive environment should be properly cleaned and maintained. 2.2 describe requirements and systems which may be put in place to ensure a clean automotive environment. 2.3 describe how to minimise waste when using utilities and consumables 2.4 state the procedures and precautions necessary when cleaning and maintaining an automotive environment. 2.5 describe the selection and use of cleaning equipment when dealing with general cleaning, spillages and leaks in the automotive environment. 2.6 describe procedures for correct disposal of waste materials from an automotive environment 2.7 describe procedures for starting and ending the working day which ensure effective housekeeping practices are followed

Learning outcome
The learner will: 3. Understand key health and safety requirements relevant to the automotive environment
Assessment criteria
The learner can: 3.1 list the main legislation relating to automotive environment health and safety. 3.2 describe the general legal duties of employers and employees required by current health and safety legislation 3.3 describe key, current health and safety requirements relating to the automotive environment. 3.4 describe why workplace policies and procedures relating to health and safety are important

Learning outcome
The learner will: 4. Understand about hazards and potential risks relevant to the automotive environment
Assessment criteria
The learner can: 4.1 identify key hazards and risks in an automotive environment 4.2 describe policies and procedures for reporting hazards, risks, health and safety matters in the automotive environment. 4.3 state precautions and procedures which need to be taken when working with vehicles, associated materials, tools and equipment. 4.4 identify fire extinguishers in common use and which types of fire they should be used on 4.5 identify key warning signs and their characteristics that are found in the vehicle repair environment. 4.6 state the meaning of common product warning labels used in an automotive environment.

Learning outcome
The learner will: 5. Understand personal responsibilities
Assessment criteria
The learner can: 5.1 explain the importance of personal conduct in maintaining the health and safety of the individual and others 5.2 explain the importance of personal presentation in maintaining health safety and welfare

Unit 081

Knowledge to support working relationships in the automotive work environment

UAN:	F/601/6180
Level:	1
Credit value:	3
GLH:	28
Relationship to NOS:	This unit is linked to the IMI NOS G3.1K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit enables the learner to develop an understanding of how to keep good working relationships with all colleagues in the automotive work environment by using effective communication and support skills.

Learning outcome
The learner will: 1. Know key organisational structures, functions and roles within the automotive work environment
Assessment criteria
The learner can: 1.1 list the main sections which may be found within a typical automotive work environment. 1.2 outline typical organisational structures and lines of communication within an automotive work environment, to include: <ul style="list-style-type: none">• non franchised dealer• franchised dealer 1.3 state typical levels of responsibility within specific job roles in an automotive work environment. To include a: <ul style="list-style-type: none">• trainee• skilled technician• supervisor

Learning outcome
The learner will: 2. Know the importance of obtaining, interpreting and using information in order to support their job role within the automotive work environment
Assessment criteria
The learner can: 2.1 give examples of different sources of information and when they would be used within the automotive environment 2.2 give examples of the legal requirements relating to the use of a vehicle on the road, including safety requirements 2.3 state the importance of obtaining correct information and working to recognised procedures and processes 2.4 give examples of when replacement units and components must meet the original equipment specification 2.5 give examples of identification codes and how they are used

Learning outcome
The learner will: 3. Know where different types of communication within the automotive work environment can be used
Assessment criteria
The learner can: 3.1 give examples of alternative methods of communication and where they could be used within the automotive environment

Learning outcome
The learner will: 4. Know communication requirements when carrying out vehicle repairs in the automotive work environment
Assessment criteria
The learner can: 4.1 give examples of when it is important to communicate with a supervisor whilst carrying out repairs in the automotive environment 4.2 state the importance of keeping records of vehicle repair information 4.3 state why it is important to work to agreed timescales

Learning outcome

The learner will:

5. Know how to develop good working relationships with colleagues and customers in the automotive workplace

Assessment criteria

The learner can:

- 5.1 outline how to develop positive working relationships with colleagues and customers
- 5.2 give examples of why it is important to accept other peoples' views and opinions within the workplace
- 5.3 state why it is important to make and honour realistic commitments to colleagues and customers

Unit 411

Skills in motor vehicle exterior valeting

UAN:	K/503/5649
Level:	1
Credit value:	2
GLH:	19
Relationship to NOS:	This unit is linked to the IMI NOS VV01S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit is about the skills needed to carry out exterior valeting on motor vehicles, including using materials and equipment and safe working practices.

Learning outcome
The learner will: 1. Be able to work safely when carrying out vehicle exterior valeting
Assessment criteria
The learner can: 1.1 use suitable personal protective equipment and vehicle coverings where necessary throughout all valeting activities 1.2 work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3 carry out all exterior valeting procedures in the designated area

Learning outcome
The learner will: 2. Be able to use equipment and materials to carry out vehicle exterior valeting
Assessment criteria
The learner can: 2.1 check and prepare all the equipment required, following manufacturers' instructions, prior to use 2.2 use external cleaning materials which are suitable for the vehicle's surfaces and specification 2.3 use all exterior cleaning materials and equipment following: <ul style="list-style-type: none">• the manufacturer's instructions• your workplace procedures• health and safety requirements

Learning outcome
The learner will: 3. Be able to carry out vehicle exterior valeting
Assessment criteria
The learner can: 3.1 clean all surfaces following the customer contract and timescale agreed 3.2 report any vehicle damage you notice to the relevant person(s) promptly 3.3 leave all exterior surfaces free from residual cleaning and finishing agents 3.4 dispose of waste cleaning materials to conform with legal and workplace requirements

Unit 412

Skills in motor vehicle interior valeting

UAN:	H/503/5651
Level:	1
Credit value:	2
GLH:	14
Relationship to NOS:	This unit is linked to the IMI NOS VV02S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit is about the skills needed to carry out interior valeting on motor vehicles, including using materials and equipment and safe working practices.

Learning outcome
The learner will: 1. Be able to work safely when carrying out vehicle interior valeting
Assessment criteria
The learner can: 1.1 use suitable personal protective equipment and vehicle coverings where necessary throughout all valeting activities 1.2 work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3 carry out all interior valeting procedures in the designated area 1.4 store safely and return any loose customer possessions likely to be affected by valeting activities

Learning outcome

The learner will:

2. Be able to use equipment and materials to carry out vehicle interior valeting

Assessment criteria

The learner can:

- 2.1 check and prepare all the equipment required, following manufacturers' instructions, prior to use
- 2.2 use internal cleaning materials which are suitable for the vehicle's surfaces and specification
- 2.3 use all cleaning materials and equipment following:
 - the manufacturer's instructions
 - your workplace procedures
 - health and safety requirements

Learning outcome

The learner will:

3. Be able to carry out vehicle interior valeting

Assessment criteria

The learner can:

- 3.1 clean all surfaces following the customer contract and timescale agreed
- 3.2 report any vehicle damage you notice to the relevant person(s) promptly
- 3.3 leave all interior surfaces free from residual cleaning and finishing agents
- 3.4 dispose of waste cleaning materials to conform with legal and workplace requirements

Unit 413

Skills in restoring motor vehicle exterior condition

UAN:	M/503/5653
Level:	2
Credit value:	3
GLH:	19
Relationship to NOS:	This unit is linked to the IMI NOS VV03S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit is about the skills needed to restore the exterior condition of a vehicle as part of a valeting service. The unit covers safe working practices and the use of equipment and materials.

Learning outcome
The learner will: 1. Be able to work safely when restoring vehicle exterior condition
Assessment criteria
The learner can: 1.1 use suitable personal and vehicle coverings where necessary throughout all valeting activities 1.2 work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3 carry out all machine polishing and restoration procedures in the designated area

Learning outcome

The learner will:

2. Be able to use equipment and materials to restore vehicle exterior condition

Assessment criteria

The learner can:

- 2.1 check and prepare all the equipment required, following manufacturers' instructions, prior to use
- 2.2 use materials which are suitable for treatment of the vehicle's specific paint damage or deterioration
- 2.3 use all materials and equipment following:
 - the manufacturer's instructions
 - your workplace procedures
 - health and safety requirements

Learning outcome

The learner will:

3. Be able to restore vehicle exterior condition

Assessment criteria

The learner can:

- 3.1 rectify vehicle body surfaces following the customer contract and timescale agreed
- 3.2 check for minor defects to the paint surface
- 3.3 report any vehicle damage you notice to the relevant person(s) promptly and advise where defects cannot be rectified
- 3.4 leave all exterior surfaces free from residual cleaning and finishing agents
- 3.5 dispose of waste cleaning materials to conform with legal and workplace requirements

Unit 414

Skills in how to assess motor vehicle condition in vehicle valeting

UAN:	A/503/5753
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is linked to the IMI NOS VV04S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit is about the skills needed to assess the condition of motor vehicles as part of a valeting service, including how to assess condition, record information and safe working practices.

Learning outcome
The learner will: 1. Be able to work safely when carrying out pre and post vehicle inspections in vehicle valeting
Assessment criteria
The learner can: 1.1 carry out all vehicle inspections in a work area which is safe for yourself and others 1.2 work in a way which minimises the risk of damage or injury to the vehicle, people and the environment

Learning outcome
The learner will: 2. Be able to assess motor vehicle condition in vehicle valeting
Assessment criteria
The learner can: 2.1 carry out inspection of vehicle exteriors to identify bodywork deterioration and damage 2.2 carry out inspection of vehicle interiors to identify contamination and damage

Learning outcome
The learner will: 3. Be able to record information and make suitable recommendations
Assessment criteria
The learner can: 3.1 record vehicle identification details 3.2 make suitable recommendations for refurbishment or repair work clearly and accurately 3.3 ensure you record and report any personal property belonging to a customer accurately 3.4 ensure vehicle records are stored in a systematic way 3.5 report any problems with the vehicle to the relevant person(s) promptly

Unit 415

Skills in reinstating motor vehicle interior condition

UAN:	H/503/5648
Level:	2
Credit value:	3
GLH:	19
Relationship to NOS:	This unit is linked to the IMI NOS VV05S
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit is about the skills needed to reinstate the interior condition of a vehicle as part of a valeting service. The unit covers the use of equipment and materials and safe working practices.

Learning outcome
The learner will: 1. Be able to work safely when reinstating vehicle interior condition
Assessment criteria
The learner can: 1.1 use suitable personal and vehicle coverings where necessary throughout all valeting activities 1.2 work in a way which minimises the risk of damage or injury to the vehicle, people and the environment 1.3 use equipment safely taking vehicle electrical and electronic systems into consideration 1.4 store safely and return any loose customer possessions likely to be affected by interior valeting activities

Learning outcome
The learner will: 2. Be able to use equipment and materials to reinstate vehicle interior condition
Assessment criteria
The learner can: 2.1 check and prepare all the equipment required, following manufacturers' instructions, prior to use 2.2 use wet-vacuums equipment to reinstate vehicle interior 2.3 use correct materials which are suitable for the removal of stains and odours of the vehicle's interior 2.4 use all interior cleaning materials and equipment following: <ul style="list-style-type: none"> • the manufacturer's instructions • your workplace procedures • health and safety requirements

Learning outcome
The learner will: 3. Be able to reinstate vehicle interior condition
Assessment criteria
The learner can: 3.1 reinstate vehicle body interiors using recognised industry equipment 3.2 check for defects to the vehicle interior 3.3 report any vehicle damage you notice to the relevant person(s) promptly and advise where defects cannot be rectified 3.4 leave all interior surfaces free from residual cleaning and finishing agents 3.5 dispose of waste cleaning materials to conform with legal and workplace requirements

Unit 416

Deliver reliable customer service

UAN:	J/601/1210
Level:	2
Credit value:	5
GLH:	33
Relationship to NOS:	This unit is linked to the Cfa NOS ICSB2
Endorsement by a sector or regulatory body:	This unit is endorsed by Cfa, the sector skills council for business skills and customer service.
Aim:	<p>This unit is about how the learner delivers consistent and reliable service to customers. As well as being good with people, the learner needs to work with their organisation's service systems to meet or exceed customer expectations. In the learners' job there will be many examples of how they combine their approach and behaviour with their organisation's systems. The learner will need to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what they have done has met customer expectations. To meet this standard they have to deliver excellent customer service over and over again.</p>

Learning outcome
The learner will: 1. Prepare to deal with customers
Assessment criteria
The learner can: 1.1 keep their knowledge of their organisation's services or products up-to-date 1.2 ensure that the area they work in is tidy, safe and organised efficiently 1.3 prepare and arrange everything they need to deal with customers before their shift or period of work commences

Learning outcome
The learner will: 2. Give consistent service to customers
Assessment criteria
The learner can: 2.1 make realistic customer service promises to customers 2.2 ensure that their promises balance the needs of their customers and their organisation 2.3 keep their promises to customers 2.4 inform their customers if they cannot keep their promises due to unforeseen circumstances 2.5 recognise when their customers' needs or expectations have changed and adapt their service to meet the new requirements 2.6 keep their customers informed if delivery of the service needs to involve passing them on to another person or organisation

Learning outcome
The learner will: 3. Check customer service delivery
Assessment criteria
The learner can: 3.1 check that the service they have given meets their customers' needs and expectations 3.2 identify when they could have given better service to customers and how their service could have been improved 3.3 share information with colleagues and service partners to maintain and improve their standards of service delivery.

Learning outcome
The learner will: 4. Know how to deliver reliable customer service
Assessment criteria
The learner can: 4.1 describe their organisation's services or products 4.2 explain their organisation's procedures and systems for delivering customer service 4.3 describe methods or systems for measuring an organisation's effectiveness in delivering customer service 4.4 explain their organisation's procedures and systems for checking service delivery 4.5 explain their organisation's requirements for health and safety in their area of work

Unit 417

Give customers a positive impression of yourself and your organisation

UAN:	L/601/0933
Level:	2
Credit value:	5
GLH:	33
Relationship to NOS:	This unit is linked to the Cfa NOS IC5A4
Endorsement by a sector or regulatory body:	This unit is endorsed by Cfa, the sector skills council for business skills and customer service.
Aim:	Excellent customer service is provided by people who are good with people. The learner's behaviour affects the impression that customers have of the service they are receiving. This Unit is about communicating with the customers and giving a positive impression whenever dealing with a customer. By doing this the learner can create a positive impression of the organisation and the customer service it provides. All of us enjoy the experience of good customer service if we feel that the person serving us really wants to create the right impression responds to us and gives us good information. Every detail of the learners' behaviour counts when dealing with a customer.

Learning outcome
The learner will: 1. Establish rapport with customers
Assessment criteria
The learner can: 1.1 meet their organisation's standards of appearance and behaviour 1.2 greet their customer respectfully and in a friendly manner 1.3 communicate with their customer in a way that makes them feel valued and respected 1.4 identify and confirm their customer's expectations 1.5 treat their customer courteously and helpfully at all times 1.6 keep their customer informed and reassured 1.7 adapt their behaviour to respond to different customer behaviour

Learning outcome
The learner will: 2. Respond appropriately to customers
Assessment criteria
The learner can: 2.1 respond promptly to a customer seeking help 2.2 choose the most appropriate way to communicate with their customer 2.3 check with their customer that they have fully understood their expectations 2.4 respond promptly and positively to their customer's questions and comments 2.5 allow their customer time to consider their response and give further explanation when appropriate

Learning outcome
The learner will: 3. Communicate information to customers
Assessment criteria
The learner can: 3.1 quickly find information that will help their customer 3.2 give their customer information they need about the services or products offered by their organisation 3.3 recognise information that their customer might find complicated and check whether they fully understand 3.4 explain clearly to their customers any reasons why their expectations cannot be met

Learning outcome
The learner will: 4. Understand how to give customers a positive impression of themselves and the organisation
Assessment criteria
The learner can: 4.1 describe their organisation's standards for appearance and behaviour 4.2 explain their organisation's guidelines for how to recognise what their customer wants and respond appropriately 4.3 identify their organisation's rules and procedures regarding the methods of communication they use 4.4 explain how to recognise when a customer is angry or confused 4.5 identify their organisation's standards for timeliness in responding to customer questions and requests for information

Unit 461

Knowledge of motor vehicle exterior valeting

UAN:	D/503/5647
Level:	1
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to the IMI NOS VV01K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit enables the learner to develop an understanding of exterior valeting services, including the tools and equipment required and safe working practices.

Learning outcome
The learner will: 1. Know how to work safely when carrying out vehicle exterior valeting
Assessment criteria
The learner can: 1.1 state the safe working practices that should be followed when carrying out vehicle exterior valeting 1.2 state why it is important to use manufacturers instructions and safety data sheets when using vehicle exterior valeting cleaning materials

Learning outcome
The learner will: 2. Know how to use equipment and materials to carry out vehicle exterior valeting
Assessment criteria
The learner can: 2.1 identify vehicle exterior valeting equipment 2.2 state how to prepare and check the following vehicle exterior valeting equipment: <ul style="list-style-type: none">• vehicle wash equipment• hand cleaning equipment 2.3 state how to use vehicle exterior valeting equipment 2.4 describe the properties of vehicle exterior valeting equipment

Learning outcome

The learner will:

3. Know how to carry out vehicle exterior valeting

Assessment criteria

The learner can:

- 3.1 list and name vehicle exterior body components
- 3.2 state the importance of identifying newly painted areas when the valeting process follows any repair work
- 3.3 state how to valet the following external components:
 - paintwork
 - glass
 - plastic
 - rubber
 - engine and bay area
 - hard trim
 - convertible hoods
 - wheels and tyres
- 3.4 state how to work in an organised and sequential manner when cleaning a vehicles exterior

Unit 461 Knowledge of motor vehicle exterior valeting

Supporting information

Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.

1. Vehicles are:
 - light vehicles
 - commercial vehicles
 - motorcycles
 - mopeds and scooters

2. Hard trim examples include:
 - decorative metal
 - decorative wood
 - scuff plates
 - rubbing strips
 - inlaid bumpers

3. Assessment of external features of vehicles examples include:
 - checking for any type of body damage to the vehicle (dents, scratches etc.)
 - alignment of doors and body panels
 - condition of external trim and any accessories
 - tyre wear

4. Problems with the vehicle include:
 - damage (reported and unreported)
 - defects
 - malfunctions
 - missing equipment and accessories

5. Cleaning Materials used are:
 - sprays
 - polishes
 - de-waxing agents
 - de-greasers
 - waxes
 - trim and tyre dressings

6. Exterior vehicle surfaces are:

- paintwork
- glass
- rubber
- hard trim
- wheels and tyres
- plastic
- convertible hoods (e.g. vinyl/canvass etc.)
- leather (bonnet protector)

7. Safe working practices include:

- Safe use of pressure washes, following manufacturer's instructions
- Disposing of waste materials
- Awareness of potential damage on a vehicle which could cause harm, for example, damage to:
 - Body trim or a moulding which has been displaced
 - Light clusters
 - Wiper arms
 - Aerial bases
- Awareness of your surroundings and environment

Unit 462

Knowledge of motor vehicle interior valeting

UAN:	D/503/5650
Level:	1
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to the IMI NOS VV02K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit enables the learner to develop an understanding of interior valeting services, including the tools and equipment required and safe working practices.

Learning outcome
The learner will: 1. Know how to work safely when carrying out vehicle interior valeting
Assessment criteria
The learner can: 1.1 state the safe working practices that should be followed when carrying out vehicle interior valeting 1.2 state why it is important to use manufacturers instructions and safety data sheets when using vehicle interior valeting cleaning materials

Learning outcome
The learner will: 2. Know how to use equipment and materials to carry out vehicle interior valeting
Assessment criteria
The learner can: 2.1 state how to prepare and check the following vehicle interior valeting equipment: <ul style="list-style-type: none">• hand cleaning equipment• vacuum cleaners• spray extraction• steam cleaners 2.2 state how to use vehicle interior valeting equipment 2.3 describe the properties of vehicle interior valeting equipment

Learning outcome

The learner will:

3. Know how to carry out vehicle interior valeting

Assessment criteria

The learner can:

- 3.1 state how to valet the following internal components:
 - glass
 - rubber
 - leather
 - plastic
 - fabrics and carpets
- 3.2 state why it is important to work in an organised and sequential manner when cleaning the interior of vehicles
- 3.3 state why it is important to protect the customers' possessions from cleaning materials and the cleaning process

Unit 462 Knowledge of motor vehicle interior valeting

Supporting information

Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.

1. Vehicles are:
 - light vehicles
 - commercial vehicles
 - motorcycles
 - mopeds and scooters

2. Hard trim examples include:
 - decorative metal
 - decorative wood
 - scuff plates

3. Soft trim examples include:
 - plastic
 - leather
 - fabric and carpets

4. Assessment of internal features of vehicles:
 - checking for any type of interior vehicle damage (scratches, rips, tears missing components etc.)

5. Problems with the vehicle include:
 - damage (reported and unreported)
 - defects
 - malfunctions
 - missing equipment and accessories

6. Cleaning Materials used are:
 - sprays
 - polishes
 - cleaning chemicals
 - glass cleaners
 - leather treatments
 - dyes

7. Safe working practices include:
 - Safe use of vehicle interior equipment and substances, following manufacturer's instructions
 - Disposing of waste materials e.g. aerosol cans
 - Awareness of potential hazards in a vehicle which could cause harm, for example:
 - customers property
 - hazardous materials
 - awareness of your surroundings and environment

8. Vehicle Interior Valeting Equipment includes:
 - hand cleaning equipment
 - vacuum cleaners
 - spray extraction (form of vacuum)
 - steam cleaners
 - specialist equipment (i.e. smog machines)

9. How to use vehicle valeting equipment, to include:
 - manufactures instructions
 - temperature of the water, appropriate to interior material

10. Internal components include:
 - glass
 - rubber
 - leather
 - plastic
 - fabrics and carpets
 - alcantara
 - vinyl

Unit 463

Knowledge of restoring motor vehicle exterior condition

UAN:	K/503/5652
Level:	2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to the IMI NOS VV03K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit enables the learner to develop an understanding of restoring motor vehicle exterior condition, including the equipment and materials used and safe working practices.

Learning outcome
The learner will: 1. Know how to work safely when restoring a vehicles exterior condition
Assessment criteria
The learner can: 1.1 describe the safe working practices that should be followed when reinstating vehicle exterior condition 1.2 explain the importance of using manufacturers instructions and safety data sheets when using vehicle valeting cleaning materials

Learning outcome
The learner will: 2. Know about the equipment and materials to restore a vehicles exterior condition
Assessment criteria
The learner can: 2.1 Describe how to prepare and check machine polishing equipment 2.2 Describe the properties of the following: <ul style="list-style-type: none">• exterior valeting detergents and chemicals• compound materials• professional treatments• d.wet and dry abrasive paper

Learning outcome
The learner will: 3. Know how to restore a vehicles exterior condition
Assessment criteria
The learner can: 3.1 explain the importance of working in an organised and sequential manner when carrying out rectification activities 3.2 describe how to prepare and/or mask-up a vehicle ahead of any rectification activities 3.3 explain the importance of disposing of waste safely and the consequences of not doing so to others and the environment 3.4 describe the different processes for restoring faded paintwork and when to apply these 3.5 describe the different processes for correcting minor surface scratches and when to apply these

Unit 463 Knowledge of restoring motor vehicle exterior condition

Supporting information

Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.

1. Vehicles are:
 - light vehicles
 - commercial vehicles
 - motorcycles
 - mopeds and scooters

2. Hard trim examples include:
 - decorative metal
 - decorative wood
 - scuff plates
 - rubbing strips
 - inlaid bumpers

3. Assessment of external features of vehicles examples include:
 - checking for any type of body damage to the vehicle (dents, scratches etc.)
 - alignment of doors and body panels
 - condition of external trim and any accessories
 - tyre wear

4. Problems with the vehicle include:
 - damage (reported and unreported)
 - defects
 - malfunctions
 - missing equipment and accessories

5. Cleaning Materials used are:
 - exterior detergents and solvents
 - polishes
 - cleaning chemicals
 - professional treatments
 - paints or clear coat

6. Exterior vehicle surfaces are:
 - paintwork
 - glass
 - rubber
 - hard trim
 - wheels and tyres
 - plastic
 - convertible hoods (e.g. vinyl/canvass etc.)
 - leather (bonnet protector)

7. Professional Treatments include:
 - exterior protection
 - polymer wax

8. Techniques are:
 - flatting
 - compounding
 - polishing
 - waxing

9. Safe working practices include:
 - safe use of machine polishing equipment, following manufacturer's instructions
 - disposing of waste materials
 - awareness of potential damage on a vehicle which could cause harm for example, damage to:
 - body trim or a moulding which has been displaced
 - light clusters
 - wiper arms
 - aerial bases
 - awareness of your surroundings and environment, e.g. electric cables, suitability of isolated areas to carry out body polishing

10. Equipment to restore paintwork includes:
 - hand polishing equipment
 - polishing machines
 - chip repair kits

11. Processes to restore faded paintwork:
 - cutting agents

12. Processes to restore surface scratches includes:
 - cutting agents

- wet and dry abrasives

13. How to use vehicle valeting equipment, to include:

- manufactures instructions
- distance from vehicle
- temperature of the water

14. External components include:

- paintwork
- glass
- plastic
- rubber
- engine and bay area
- hard trim
- convertible hoods
- wheels and tyres
- door shuts

15. Recommendations to customers can include:

- replacement of basic components
- repairs
- cleaning or no action required

Unit 464

Knowledge of how to assess motor vehicle condition in vehicle valeting

UAN:	Y/503/5646
Level:	2
Credit value:	1
GLH:	6
Relationship to NOS:	This unit is linked to the IMI NOS VV04K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit enables the learner to develop an understanding of assessing motor vehicle condition as part of a valeting service.

Learning outcome
The learner will: 1. Know why pre and post vehicle inspections are carried out in vehicle valeting
Assessment criteria
The learner can: 1.1 describe the benefits to the organisation of carrying out vehicle inspections including: <ul style="list-style-type: none">• identifying additional work• maintaining customer satisfaction 1.2 describe why it is important to report vehicle problems to the relevant persons promptly

Learning outcome
The learner will: 2. Know how to assess motor vehicle condition in vehicle valeting
Assessment criteria
The learner can: 2.1 describe the damage and types of defects that may be found when carrying out an assessment of the external features of the vehicle 2.2 describe the damage and types of defects that may be found when carrying out an assessment of the internal features of the vehicle 2.3 describe how to conduct vehicle assessments in a safe and systematic manner

Learning outcome
The learner will: 3. Know how to complete vehicle records and documentation when assessing motor vehicle condition in vehicle valeting
Assessment criteria
The learner can: 3.1 describe the different methods of recording vehicle condition 3.2 describe how to locate vehicle identification details 3.3 describe the importance of storing vehicle records

Unit 464 Knowledge of how to assess motor vehicle condition in vehicle valeting

Supporting information

Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.

1. Vehicles are:
 - light vehicles
 - commercial vehicles
 - motorcycles
 - mopeds and scooters

2. Methods of recording vehicle assessment includes:
 - vehicle assessment templates
 - hand held computers
 - PCs
 - diagrams
 - job cards

3. Vehicle identifiers include:
 - registration plate
 - chassis number
 - make, model, colour, mileage
 - customer details

4. Assessment of internal and external features of vehicles to include:
 - checking for any type of body damage to the vehicle (dents, scratches etc.)
 - checking for any type of interior vehicle damage (scratches, rips, tears missing components etc.)
 - alignment of doors and body panels
 - condition of external trim and any accessories,
 - tyre wear

5. Problems with the vehicle include:
 - damage (reported and unreported)
 - defects
 - malfunctions
 - missing equipment and accessories

6. Recommendations to customers can include:

- replacement of basic components
- repairs
- cleaning or no action required

Unit 465

Knowledge of reinstating motor vehicle interior condition

UAN:	T/503/5654
Level:	2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to the IMI NOS VV05K
Endorsement by a sector or regulatory body:	This unit is endorsed by The Institute of the Motor Industry (IMI), the Sector Skills Council for the automotive retail industry.
Aim:	This unit enables the learner to develop an understanding of how to reinstate the interior condition of motor vehicles when valeting. It covers working safely and the use of appropriate equipment and materials.

Learning outcome
The learner will: 1. Know how to work safely when reinstating a vehicles interior condition
Assessment criteria
The learner can: 1.1 describe the safe working practices that should be followed when reinstating vehicle interior condition 1.2 explain the importance of following a customer's requirements and instructions promptly

Learning outcome
The learner will: 2. Know how to use equipment and materials to reinstate vehicle interior condition
Assessment criteria
The learner can: 2.1 describe how to prepare, check and use interior valeting equipment including wet-vacuuming 2.2 describe the properties of the following: <ul style="list-style-type: none"> • interior valeting materials • professional treatments 2.3 describe how to apply the following: <ul style="list-style-type: none"> • interior valeting materials • professional treatments

Learning outcome
The learner will: 3. Know how to reinstate vehicle interior condition
Assessment criteria
The learner can: 3.1 explain the importance of working in an organised and sequential manner when carrying out rectification activities 3.2 explain the importance of disposing of waste safely and the consequences of not doing so to others and the environment 3.3 describe the different processes for removing stains and odours 3.4 describe the different processes for restoring soft and hard interior trim

Unit 465 Knowledge of reinstating motor vehicle interior condition

Supporting information

Candidates will be assessed on the assessment criteria as specified within the unit. The following information has been provided by IMI SSC and is included to support centres in terms of teaching and delivery.

1. Vehicles are:
 - light vehicles
 - commercial vehicles
 - motorcycles
 - mopeds and scooters

2. Hard trim examples include:
 - decorative metal
 - decorative wood
 - scuff plates

3. Soft trim examples include:
 - plastic
 - leather
 - fabric and carpets

4. Assessment of internal features of vehicles:
 - checking for any type of interior vehicle damage (scratches, rips, tears missing components etc.)

5. Problems with the vehicle include:
 - damage (reported and unreported)
 - defects
 - malfunctions
 - missing equipment and accessories

6. Cleaning materials used are:
 - sprays
 - polishes
 - cleaning chemicals
 - glass cleaners
 - leather treatments
 - dyes

7. Interior surfaces are:
 - glass
 - rubber
 - leather
 - plastic
 - fabrics and carpets

8. Professional Treatments include:
 - interior protection
 - removal of odours

9. Safe working practices include:
 - safe use of vehicle interior equipment
 - disposing of waste materials e.g. aerosol cans
 - awareness of potential hazards in a vehicle which could cause harm, for example:
 - customers property
 - hazardous materials
 - awareness of your surroundings and environment

10. Equipment to reinstating vehicle interior includes:
 - hand cleaning equipment
 - vacuum cleaners
 - spray extraction
 - steam cleaners

11. Processes for reinstating soft and hard trim include:
 - soft trim:
 - upholstery brush
 - spray extraction
 - hard trim:
 - hard surface brush
 - upholstery sponge (abrasive)

12. Recommendations to customers can include:
 - repairs
 - cleaning or no action required



Appendix 1 Relationships to other qualifications

Links to other qualifications

Mapping is provided as guidance and suggests areas of commonality between the qualifications. It does not imply that candidates completing units in one qualification have automatically covered all of the content of another.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

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

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



Appendix 2 Sources of general information

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

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

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

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

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Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, 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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