

Level 1 Certificate in Exploring the Aviation Industry (4955-01)

July 2021 Version 1.2



Qualification at a glance

Subject area	<i>Aviation Industry</i>
City & Guilds number	<i>4955</i>
Age group approved	<i>All</i>
Entry requirements	<i>n/a</i>
Assessment	<i>Assignments</i>
Fast track	<i>Available</i>
Support materials	<i>Assessment pack Answer pack</i>
Registration and certification	<i>Consult the Walled Garden/Online Catalogue for last dates</i>

Title and level	GLH	TQT	City & Guilds number	Accreditation number
<i>Level 1 Certificate in Exploring the Aviation Industry</i>	<i>101</i>	<i>130</i>	<i>4955-01</i>	<i>600/5600/9</i>

Version and date	Change detail	Section
<i>1.1 September 2017</i>	<i>Added TQT details</i>	<i>Introduction and Structure</i>
	<i>Deleted QCF</i>	<i>Throughout</i>
<i>1.2 July 2021</i>	<i>Range 1.2, Aircraft, Table</i>	<i>Unit 101</i>
	<i>Range 1.2, Airport codes, Table</i>	<i>Unit 102</i>
	<i>Range 1.3, Airline codes, Table</i>	<i>Unit 102</i>
	<i>GLH for Unit 103</i>	<i>Unit 103</i>
	<i>Airport names updated</i>	<i>All sections</i>
	<i>Support materials updated</i>	<i>3 Delivering the qualification</i>
	<i>Unit titles updated</i>	<i>All sections</i>
<i>Job roles updated</i>	<i>All sections</i>	



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1 Introduction

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

Area	Description
<i>Who is the qualification for?</i>	<i>For candidates who are interested in a career in the aviation industry.</i>
<i>What does the qualification cover?</i>	<i>It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the aviation sector.</i>
<i>What opportunities for progression are there?</i>	<i>It allows candidates to progress into employment or to the following City & Guilds qualifications:</i> <ul style="list-style-type: none">• <i>Level 1 Certificate in Introduction to Travel and Tourism Industry</i>• <i>Level 1 Diploma in Introduction to Travel and Tourism Industry</i>• <i>Level 2 Certificate in Introduction to Cabin Crew</i>

Structure

To achieve the Level 1 Certificate in Exploring the Aviation Industry, learners must achieve **13** credits from the mandatory units.

Level 1 Certificate in Exploring the Aviation Industry

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
M/503/9671	101	Introduction to the aviation industry	2
T/503/9672	102	Aviation terminology	1
A/503/9673	103	Airport location geography	1
F/503/9674	104	Customer service in aviation	2
J/503/9675	105	Team work in the aviation industry	2
L/503/9676	106	Preparation for entry to employment in the aviation industry	5

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 1 Certificate in Exploring the Aviation Industry	101	130



2 Centre requirements

Approval

If your Centre is approved to offer any of the following qualifications:

- Level 2 Certificate in Introduction to Cabin Crew (4883-02)
- Level 2/3 Certificate in Aviation Operations on the Ground (4955-22/03)
- Level 2 Diploma in Aviation Environment (4955-23)
- Level 2 Air Cabin Crew (New Entrant) (4849-01/02/03)
- Level 2/3 Diploma in Aviation Operations on the Ground (4877-02/03)
- Level 2 Certificate for Cabin Crew/Senior Cabin Crew (4878-02/03)

you can apply for the new Level 1 Certificate in Exploring the Aviation Industry (4955-01) approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer this qualification, 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 qualification before designing a course programme.

Centre staffing

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

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

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

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 qualification.

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 this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

There is no age restriction for this qualification unless this is a legal requirement of the process or the environment.



3 Delivering the qualification

Support materials

The following resources are available for this qualification:

Description	How to access
<i>Assessment pack</i>	<i>www.cityandguilds.com</i>
<i>Answer pack</i>	<i>www.cityandguilds.com</i>

Recording documents

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

*City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.*



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 which are contained within an assessment pack which can be downloaded from www.cityandguilds.com

Assessment strategy

The assignments for this unit have been produced in the form of a workbook which allow the learners to complete the qualification by using a range of diverse activities. It is important that assessors are industry competent and can provide learners with the resources required to complete the qualification in full.

The assignments are all graded Pass/Refer and a generic feedback sheet has been made available to ensure that the learner is given appropriate guidance on improvement where necessary. An answer pack is also available for assessors which has both generic answers and tasks which will rely on professional judgement.

Unit	Unit title	Assessment method	Where to obtain assessment materials
101	Introduction to the aviation industry	Assignment	Assessment Pack
102	Aviation terminology	Assignment	Assessment Pack
103	Airport location geography	Assignment	Assessment Pack
104	Customer service in aviation	Assignment	Assessment Pack
105	Team work in the aviation industry	Assignment	Assessment Pack
106	Preparation for entry to employment in the aviation industry	Assignment	Assessment Pack

Recognition of prior learning (RPL)

RPL is not allowed for this qualification.



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*
- *endorsement by a sector or other appropriate body*
- *information on assessment*
- *learning outcomes which are comprised of a number of assessment criteria.*

Summary of units

Unit Number	Unit Title	Credits	Unit number
101	<i>Introduction to the aviation industry</i>	2	<i>M/503/9671</i>
102	<i>Aviation terminology</i>	1	<i>T/503/9672</i>
103	<i>Airport location geography</i>	1	<i>A/503/9673</i>
104	<i>Customer service in aviation</i>	2	<i>F/503/9674</i>
105	<i>Team work in the aviation industry</i>	2	<i>J/503/9675</i>
106	<i>Preparation for entry to employment in the aviation industry</i>	5	<i>L/503/9676</i>

Unit 101

Introduction to the aviation industry

UAN:	M/503/9671
Level:	Level 1
Credit value:	2
GLH:	20
Endorsement by a sector or regulatory body:	<i>This unit is endorsed by People 1st, the Sector Skills Council for hospitality, passenger transport, travel and tourism in the UK.</i>
Aim:	<i>The purpose of this unit is to introduce learners to the aviation industry and to develop their knowledge of airline operations and aviation operation on the ground. This also includes the importance of health, safety and security procedures in the aviation industry.</i>

Learning outcome
<i>The learner will:</i> 1. Know airline operations.
Assessment criteria
<i>The learner can:</i> 1.1 Identify different types of passenger airlines 1.2 Identify typical aircraft used for short and long haul flights 1.3 Outline the job roles onboard an aircraft.

Range
Passenger airlines <i>schedule, charter, low cost, regional</i>
Aircraft <i>Long haul: Boeing 777, 787, Airbus A330, A340, A350, A380. Short haul: Boeing 737, Airbus A319, A320, A321, ATR42/72, ERJ145/170/190.</i>
Job roles <ul style="list-style-type: none">• Captain• First Officer• Senior Cabin Crew Member (SCCM)• Junior Cabin Crew Member

Learning outcome
<i>The learner will:</i> 2. Know aviation operations on the ground.
Assessment criteria
<i>The learner can:</i> 2.1 Identify the functional areas of an airport <ul style="list-style-type: none"> • Air side • Land side 2.2 Identify passenger facilities of an airport <ul style="list-style-type: none"> • Air side • Land side 2.3 Outline the job roles within the airport.

Range
Functional areas <i>Air side</i> <i>airport security, passenger walk ways, departure lounge, executive lounge, departure gate, air bridge, ramps, aprons, taxiways, runways, air traffic control tower, passport control, immigration, baggage reclaim, customs</i>
<i>Land side</i> <i>car parks, bus terminals, train stations, taxi ranks, car hire, check-in hall, information desks, airline desks, arrival hall</i>
Passenger facilities <i>Restrooms, shops, restaurants, duty/tax free, Bureau de Change.</i>
Job roles <i>Passenger service agents, baggage handlers, dispatcher, airport duty manager, Border Force officer, Customs officer, aviation ground security officer, air traffic controller</i>

Learning outcome
<i>The learner will:</i> 3. Know the importance of health, safety and security procedures in the aviation industry.
Assessment criteria
<i>The learner can:</i> 3.1 Identify potential health and safety hazards in aviation environments 3.2 Identify potential security risks within the aviation environment 3.3 State the importance of following health, safety and security procedures.

Range
Hazards in aviation environments <i>aircraft noise, jetblast, ingestion, engine hazards, engine danger zones, slips, trips, moving machinery and vehicles, Foreign Object Debris (FOD)</i>
Security risks <i>weapons, restricted items, unidentified persons in restricted zones, airside vehicles, hijack threat, bomb threat, unescorted passengers, unattended items, fraudulent travel documentation</i>

Unit 102

Aviation terminology

UAN:	T/503/9672
Level:	Level 1
Credit value:	1
GLH:	9
Endorsement by a sector or regulatory body:	<i>This unit is endorsed by People 1st, the Sector Skills Council for hospitality, passenger transport, travel and tourism in the UK.</i>
Aim:	<i>The purpose of this unit is to introduce learners to the different terminology used in the aviation industry.</i>

Learning outcome
<i>The learner will:</i> 1. Know aviation terminology.
Assessment criteria
<i>The learner can:</i> 1.1 List the phonetic alphabet 1.2 Identify three letter airport codes 1.3 Identify airline codes 1.4 Define the meaning of key aviation terminology .

Range
Airport codes UK- LHR, LGW, STN, LTN, LCY, BHX, BRS, SOU, MAN, EDI, GLA, ABZ, EXT, CWL, EMA, NCL, LBA, BFS Europe – MAD, CDG, FRA, OSL, BCN, ATH, LIS, STO, TXL, CIA, GVA, VIE, AMS, CPH, DUB, PMI Rest of the world – JFK, EWR, LAX, IAH, IAD, ORD, LAS, ORL, YTO, YVR, JNB, SYD, AKL, HND, BKK, DEL, HKG, BEI, DXB, VXE, EZE
Airline codes IATA - BA, VS, AA, EI, LS, FR, MH, SQ, QF, AF, LH, EK, TP, IB, U2, LC, T3, DL, X3 ICAO – BAW, VIR, AAL, EIN, EXS, RYR, MAS, SIA, QFA, AFR, DLH, UAE, TAP, IBE, EZY, LOG, EZE, DAL, TUI
Aviation terminology AAA, ATC, ATA, ETA, ETD, FOD, PAX, PNR, FIDS, POB, STA

Learning outcome

<i>The learner will:</i>

2. Know the time zone terminology used in aviation.

Assessment criteria

<i>The learner can:</i>

2.1 Identify different time zone terminology

2.2 Describe the use of the 24 hour clock system.

Range

Time zone

GMT, DST, UTC, ZULU, BST

UAN:	A/503/9673
Level:	Level 1
Credit value:	1
GLH:	10
Endorsement by a sector or regulatory body:	<i>This unit is endorsed by People 1st, the Sector Skills Council for hospitality, passenger transport, travel and tourism in the UK.</i>
Aim:	<i>This unit aims to enable learners to use an atlas to locate and name continents, oceans and seas of the world. They will also identify countries and capitals cities of the UK and the world to expand their knowledge.</i>

Learning outcome
<i>The learner will:</i>
<i>1. Know major airports.</i>
Assessment criteria
<i>The learner can:</i>
<i>1.1 Identify major airports in the UK, Europe, rest of world</i>
<i>1.2 Use an atlas to locate these major airports.</i>

Range
Major airports
<i>UK: Heathrow Airport, Gatwick Airport, London Stansted, London Luton, London City Airport, Birmingham Airport, Bristol International, Manchester Airport, East Midlands Airport, Newcastle International Airport, Edinburgh Airport, Glasgow Airport, Belfast International Airport, Cardiff Airport</i>
<i>Europe: Geneva Airport, Madrid-Barajas Airport, Humberto Delgado Airport, Paris Charles de Gaulle Airport, Barcelona El Prat Airport, Vienna International Airport, Berlin Tegel Airport, Ciampino Airport</i>
<i>Rest of the world: Hong Kong International Airport, Dubai International Airport, John F Kennedy International Airport, Atlanta International Airport, Sydney Airport, Auckland Airport, Suvarnabhumi Airport, Indira Gandhi International Airport, Tokyo Haneda International Airport, Hartsfield-Jackson International Airport, Brasilia International Airport</i>

Learning outcome
<i>The learner will:</i> 2. Know airports handling scheduled flights.
Assessment criteria
<i>The learner can:</i> 2.1 Identify airports that handle scheduled flights 2.2 Identify the types of passengers who use scheduled flights 2.3 Use an atlas to locate airports handling scheduled flights 2.4 Identify major cities and towns near airports handling scheduled flights 2.5 Plot a domestic scheduled flight 2.6 Plot an international scheduled flight.

Range
Airports <i>Heathrow Airport, O'Hare International Airport, Edinburgh Airport, O. R. Tambo International Airport, Abu Dhabi International Airport</i>
Types of passengers <i>business, VIP, leisure, VFR, educational, medical</i>

Learning outcome
The learner will: 3. Know airports handling charter flights.
Assessment criteria
<i>The learner can:</i> 3.1 Identify airports that handle charter flights 3.2 Identify the types of passengers who use charter flights 3.3 Use an atlas to locate airports handling charter flights 3.4 Identify holiday resorts and destinations near airports handling charter flights 3.5 Plot a European charter flight 3.6 Plot a worldwide charter flight.

Range
Airports <i>East Midlands Airport, Leeds Bradford Airport, Gatwick Airport, Manchester Airport, Birmingham Airport, Glasgow Airport, Bristol International, London Luton, Malaga-Costa del Sol Airport, Palma de Mallorca Airport, Faro Airport, Heraklion International Airport, Reus Airport, Tenerife South Airport, Sharm el Sheikh International Airport, Gregorio Luperón International Airport, Lester B. Pearson International Airport</i>
Types of passengers

leisure, VFR, educational

UAN:	<i>F/503/9674</i>
Level:	<i>Level 1</i>
Credit value:	<i>2</i>
GLH:	<i>18</i>
Endorsement by a sector or regulatory body:	<i>This unit is endorsed by People 1st, the Sector Skills Council for hospitality, passenger transport, travel and tourism in the UK</i>
Aim:	<i>To prepare students to be able to deal effectively with customer complaints and incidents.</i>

Learning outcome
<i>The learner will:</i>
<i>1. Know customer service in aviation.</i>
Assessment criteria
<i>The learner can:</i>
<i>1.1 Define what is meant by customer service</i>
<i>1.2 Provide examples of good customer service in the aviation industry</i>
<i>1.3 Provide examples of poor customer service in the aviation industry.</i>

Range
Good customer service
<i>seating for families, up to date information, range of check-in options, vouchers during delays, welcoming passengers onto aircraft</i>
Poor customer service
<i>queues for passengers, delays, lack of information, lack of staff, rude staff</i>

Learning outcome
<i>The learner will:</i> 2. Know how to deal with difficult passenger situations.
Assessment criteria
<i>The learner can:</i> 2.1 Identify incidents involving passengers that might occur on the ground 2.2 Identify incidents involving passengers that might occur during the flight 2.3 Identify reasons why passengers may complain 2.4 State how to communicate with passengers during difficult situations.

Range
Incidents on the ground <i>Delays, baggage restrictions, overweight baggage, seating issues, documentation issues, medical, alcohol issues</i>
Incidents in the air <i>Alcohol issues, medical, smoking, phobias, hand baggage, incorrect meals</i>
Reasons <i>delays, lack of information, queues, excess baggage charges, seating arrangements, in flight entertainment, meals</i>
Communicate <i>Positive attitude, positive body language, calm, listen, confident, tone of voice, helpful, empathy</i>

Learning outcome
<i>The learner will:</i> 3. Know how to assist passengers with specific requirements.
Assessment criteria
<i>The learner can:</i> 3.1 Identify specific requirements of different types of passengers 3.2 Describe ways of assisting passengers with specific requirements.

Range
Specific requirements <i>physical needs (wheelchair), sensory needs (sight, hearing), religious needs, dietary needs, information in different languages, special seating arrangements</i>
Types of passengers <i>disabled, medical, non-English speaking, unaccompanied minor, infants, special dietary, pregnant, elderly</i>
Ways of assisting <i>Seating arrangements, pre-boarding, language cards, pre-flight safety brief, special meals, meet and greet, prayer rooms, Braille, minicom</i>

Learning outcome
<i>The learner will:</i> 4. Be able to give good customer service to passengers.
Assessment criteria
<i>The learner can:</i> 4.1 Display industry standards for personal presentation when dealing with customers 4.2 Demonstrate good customer service skills in aviation scenarios.

Range
Personal presentation <i>Uniform standards, personal hygiene, grooming, piercing, tattoos</i>
Good customer service skills <i>Positive attitude, positive manner, positive body language, polite, friendly, good product knowledge, greet passengers</i>

Unit 105

Team work in the aviation industry

UAN:	J/503/9675
Level:	Level 1
Credit value:	2
GLH:	11
Endorsement by a sector or regulatory body:	<i>This unit is endorsed by People 1st, the Sector Skills Council for hospitality, passenger transport, travel and tourism in the UK.</i>
Aim:	<i>This unit aims to enable learners to work effectively in teams within the aviation industry.</i>

Learning outcome
<i>The learner will:</i> 1. Know different communication methods and equipment used within aviation teams.
Assessment criteria
<i>The learner can:</i> 1.1 Identify the communication methods used by aviation teams 1.2 Describe how to communicate clearly 1.3 Identify the communication equipment used by aviation teams.

Range
Communication methods <i>face to face, telephone, written and electronic, two-way radio, PA systems</i>
Communicate clearly <i>tone, pitch, clarity, correct terminology, spelling and grammar</i>
Communication equipment <i>Radio, tannoy system, telephone, computer, flight information display system (FIDS)</i>

Learning outcome
<i>The learner will:</i> 2. Know how to work in a team.
Assessment criteria
<i>The learner can:</i> 2.1 Define team working 2.2 Give examples of effective team working 2.3 Identify problems that could occur when working in a team.

Range
Effective team working <i>good communication, good leadership skills, flexibility, co-operation</i>
Problems <i>poor communication, lack of leadership, non flexibility of team members, team members do not co-operate, different ability levels</i>

Learning outcome
<i>The learner will:</i> 3. Be able to work in a team.
Assessment criteria
<i>The learner can:</i> 3.1 Demonstrate how to work effectively in a team.

Unit 106

Preparation for entry to employment in the aviation industry

UAN:	L/503/9676
Level:	Level 1
Credit value:	5
GLH:	33
Endorsement by a sector or regulatory body:	<i>This unit is endorsed by People 1st, the Sector Skills Council for hospitality, passenger transport, travel and tourism in the UK.</i>
Aim:	<i>To provide the opportunity for learners to identify their personal skills, qualities, qualifications and experience and relate them to potential job roles in the aviation industry.</i>

Learning outcome
<i>The learner will:</i> 1. <i>Be able to plan for entry to employment in the aviation industry.</i>
Assessment criteria
<i>The learner can:</i> 1.1 <i>Identify job roles which meet personal career ambitions</i> 1.2 <i>Match personal qualifications, skills, experience and qualities to specific job requirements</i> 1.3 <i>Identify personal plans for future employment in the aviation industry.</i>

Range
Job roles <i>cabin crew, passenger service agent, customer service, dispatcher, retail staff, hospitality staff, aviation ground security staff, Border Force officer, Customs officer, baggage handlers, pilot, air traffic controllers, aircraft loader, aircraft refuellers</i>

Learning outcome
<i>The learner will:</i> 2. Know different methods of applying for aviation jobs.
Assessment criteria
<i>The learner can:</i> 2.1 Identify different ways of finding aviation job vacancies 2.2 Describe different methods of applying for aviation jobs.

Range
Ways of finding <i>company websites, specialised employment websites, airport websites, job centre, job fairs</i>
Different methods <i>CV, application form (hand written, computerised), covering letter</i>

Learning outcome
<i>The learner will:</i> 3. Know skills and requirements for aviation job roles.
Assessment criteria
<i>The learner can:</i> 3.1 Identify skills and qualities required for different job roles within the aviation industry 3.2 Identify entry requirements related to different job roles within the aviation industry.

Range
Skills and qualities <i>attitude, manner, confident, good time keeping, communication skills, flexible</i>
Entry requirements <i>academic qualifications, customer service experience, first aid, languages, ability to drive, ability to swim, age, physical health, height/weight restrictions</i>

Learning outcome
<i>The learner will:</i> 4. Be able to apply for an aviation job.
Assessment criteria
<i>The learner can:</i> 4.1 Produce a CV for an aviation job application

- 4.2 Produce a covering letter for an aviation job application
4.3 Complete an application form for an aviation job.

Learning outcome

The learner will:

5. Know how to prepare for an interview in the aviation industry.

Assessment criteria

The learner can:

- 5.1 Describe the different **interview techniques** used in the aviation industry.
- 5.2 State the importance of:
- good time keeping
 - professional personal appearance
 - appropriate behaviour
 - clear communication
 - appropriate body language.
- 5.3 List key facts about an aviation organisation in preparation for an interview.

Range

Interview techniques

Assessment day, telephone interview, group interview, one-to-one interview, panel interview

Key facts

Location, organisation type, number of employees, different job roles available, brief history, aircraft types (if appropriate) location of operation

Learning outcome

The learner will:

6. Be able to take part in an interview for an aviation job.

Assessment criteria

The learner can:

- 6.1 Participate in an interview for an aviation job demonstrating:
- good time keeping
 - professional personal appearance
 - appropriate behaviour
 - clear communication
 - appropriate body language.
- 6.2 Identify personal strengths and areas for improvement after an interview.



Appendix 1 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
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for GOLA/e-volve assessments.

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners <i>General qualification information</i>	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcgc@cityandguilds.com
Centres <i>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results</i>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications <i>Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change</i>	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 <i>Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports</i>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden <i>Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems</i>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer <i>Employer solutions, Mapping, Accreditation, Development Skills, Consultancy</i>	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications <i>Logbooks, Centre documents, Forms, Free literature</i>	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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City & Guilds Group

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