

## 1. Title of the certificate <sup>(en)</sup>



**City & Guilds Level 1 Certificate in Office Procedures (8965-11)**

<sup>(1)</sup> In the original language

## 2. Translated title of the certificate <sup>(1)</sup>

<sup>(1)</sup> If applicable. This translation has no legal status.

## 3. Profile of skills and competences

A typical holder of the certificate is able to:

- Describe the office in terms of the general office work, staff and health and safety including sorting and processing information, identifying the roles of clerical, secretarial, receptionist and administration support staff and identify potential hazards in the office and how they can be avoided
- Identify and describe oral and written communication methods including good telephone techniques, composing simple letters, memos and e-mails, safeguarding information and maintaining confidentiality
- Explain systems and procedures within the office including handling the mail, stationery and stock, purchase and sale of goods and petty cash
- Identify filing within the office including methods of classification, rules, equipment and storage
- Describe and identify office support and equipment including computers, photocopying and mailroom equipment.

## 4. Range of occupations accessible to the holder of the certificate <sup>(1)</sup>

- Junior Clerk
- Secretary
- Receptionist
- Administration Assistant.

*Note: the above are examples only, other occupations may also be accessible to holders of the certificate.*

<sup>(1)</sup> If applicable

### <sup>(\*)</sup> Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers. More information available at: <http://europass.cedefop.eu.int>.

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## 5. Official basis of the certificate

<p><b>Name and status of the body awarding the certificate</b></p> <p>City &amp; Guilds 1 Giltspur Street London EC1A 9DD United Kingdom T +44 (0)20 7294 2800 F +44 (0)20 7294 2400 <a href="http://www.cityandguilds.com">www.cityandguilds.com</a></p> <p>City &amp; Guilds was established in 1878 as a registered charity (no. 312832) and received Royal Charter (RC117) in 1900.</p> <p>City &amp; Guilds is accredited as an awarding body by the Office of the Qualifications and Examinations Regulator (Ofqual) and the Scottish Qualifications Authority (SQA) to offer qualifications.</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>Single subjects are a unique set of qualifications designed by City &amp; Guilds for use in the UK internationally.</p> <p>They are subject to global quality assurance rules and regulations set by City &amp; Guilds. These policies are based on the quality assurance practices which have been approved by Ofqual.</p>
<p><b>Level of the certificate (national or international)</b></p> <p>Level 1* – National Qualifications Framework of England, Wales and Northern Ireland (NQF)</p> <p><i>*broad comparability</i></p>	<p><b>Grading scale/Pass requirements</b></p> <p>Written assessments are graded 'Pass', 'First Class Pass' or 'Fail'.</p>
<p><b>Access to next level of education/training</b></p> <p>We consider the following options to be relevant progression routes from this qualification:</p> <ul style="list-style-type: none"> <li>• Level 2 Certificate in Office Procedures (8965-12)</li> <li>• Level 2 Certificate in Business Studies (8954-12)</li> <li>• Level 1 IVQ Certificate in Using Computers (7267-01)</li> <li>• Level 2 IVQ Diploma for IT Users (7267-02)</li> <li>• Employment.</li> </ul>	<p><b>International agreements</b></p>
<p><b>Legal basis</b></p> <p>Not applicable.</p>	

## 6. Officially recognised ways of acquiring the certificate

<p>This qualification can only be offered by an institution/provider ('centre') that has been approved by City &amp; Guilds and therefore meets its quality requirements for staff and centre resources and is subject to regular checks.</p> <p>The following assessment methods are used:</p> <ul style="list-style-type: none"> <li>• Final assessment:             <ul style="list-style-type: none"> <li>- written test set and marked by City &amp; Guilds.</li> </ul> </li> </ul> <p>The vocational education and training is a combination of classroom based and/or work based and/or realistic working environment based activities.</p> <p>The recommended Guided Learning Hours (GLHs) for this qualification are 60-90 hours.</p> <p><b>Entry requirements</b></p> <p>City &amp; Guilds exercises a policy of open access and does not set formal entry requirements for its qualifications. Centres are however required to ensure that learners are registered for a programme of study and examination at the appropriate level.</p> <p><b>More information (including a description of the national qualifications system) available at:</b> <a href="http://www.naric.org.uk">www.naric.org.uk</a>.</p> <p><b>National reference point:</b> <a href="http://www.uknqp.org.uk">www.uknqp.org.uk</a>.</p>
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