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Who is City & Guilds?

City & Guilds is one of the world's leading vocational awarding bodies. Founded in the City of London in 1878, we now qualify around 1.8 million learners in 80 countries every year. We offer qualifications in almost every industry area and at all levels. Centres that provide our qualifications include colleges, schools, training providers and employers.

Why City & Guilds?

We can offer you:

- an unrivalled range of qualifications, in almost all industry areas.
- 130 years' experience of working with employers
- an established, internationally recognised name, working in 80 countries
- a global benchmark for vocational excellence
- integrity and quality of assessment.

We can offer your learners:

Progression – Our qualifications offer a clear progression path for learners. Because we offer qualifications to level 8, learners can use City & Guilds to take them from entry level to the highest standards of professional achievement.

Portability – Our qualifications act as a benchmark for skills globally and are widely recognised and well-respected, which means that wherever learners travel to, they can use their City & Guilds certificate to find work.

Aspirations – Every learner has hopes and dreams. City & Guilds qualifications give people the skills that will equip them to reach their goals – whether that's getting a job, winning a promotion or growing their own business.

Recognition – Our qualifications are recognised throughout the world, by educational institutions, professional bodies and employer associations, which means that a City & Guilds certificate can really open doors.

Employability – Because they're developed with the help of industry experts and are workplace-relevant, City & Guilds qualifications equip people for doing a real job – benefiting them and their employer.

City & Guilds and WorldSkills

WorldSkills is the highlight of the international skills calendar and has, for the last 50 years, represented the ultimate in vocational excellence. Every two years, hundreds of highly skilled young people from across the world gather to compete, testing their ability in a wide variety of trades and specialisms – from mechatronics and web design to floristry and jewellery, plumbing and bricklaying to hairdressing and confectionery.

At WorldSkills 2007, held in Shizuoka, Japan, we sponsored the UK team and a competitor in the New Zealand team with City & Guilds Diplomas in Pastry, Food Preparation and Cookery. City & Guilds is a premier sponsor of WorldSkills 2011, to be held in London. Our aim for the event is to bring together competitors from across the world who have City & Guilds qualifications.



Europass Certificate Supplement

City & Guilds was the first UK awarding body to launch the Europass Certificate Supplement, which provides additional information to a vocational certificate by detailing the exact skills that City & Guilds graduates have obtained.

Europass ensures that a widening range of qualifications is easily understood across national systems, making it easier for learners to find employment or training beyond the borders of their own country and for employers to choose the best candidate to work for their organisation.

Find out more at
www.cityandguilds.com/europass



Recognition

Our qualifications offer learners great opportunities for career development as well as progression into higher education. The following are among the many prestigious employers and universities around the world that recognise our qualifications:

Langham Hotels International

The brand heritage of Langham Hotels International dates back to 1865 when The Langham, London opened as Europe's first grand hotel. Today, the Group operates a portfolio spanning four continents, and will open three new properties in Beijing and Shanghai in 2009.

Langham Hotels International operates two distinct hotel brands: 'The Langham' represents classic luxury, providing guests with a feeling of grandeur and evoking a desire to be pampered, while 'Langham Place' is a modern, stimulating and playful brand that inspires the curious and adventurous. In addition, the Group's affiliate brand 'Eaton Hotel' delivers affordable comfort on the promise of surprising hospitality.



Guardsman Alarms Limited

The Guardsman Group is the Caribbean's leading security services provider. Over the last three decades, the Guardsman Group of Companies has grown to a total of 12 companies and won numerous awards and accolades for their contribution to security services sector. The Group employs over 6000 workers of which Guardsman Alarms is a member.



Procter & Gamble (China)

Procter & Gamble (P&G) products are being picked up by three billion consumers every day in more than 180 countries. P&G's portfolio includes brands such as Pampers, Tide, Ariel, Always, Pantene, Bounty, Folgers, Pringles, Charmin, Downy, Iams, Crest, Actonel and Olay.

Established in 1837, P&G has been present in China since 1988 and employs over 6300 workers.



Shanghai Automotive Industry Corporation (Group)

Shanghai Automotive Industry Corporation (Group) (SAIC) is the leading manufacturer of passenger vehicles in China. In 2006 alone, SAIC sold 1.344 million vehicles.

Major companies under SAIC Motor include Shanghai Motor Manufacturing Co., Shanghai General Motors (SGM), Shanghai Volkswagen (SVW), Sunwin, SAIC-GM Wuling, Korean Ssangyong and Hongyan.



The Beauty Group

The Beauty Group Holdings Ltd is the holding company of a multinational group of international health and beauty brands and lifestyle companies.

The Group's brands include Ingrid Millet, Bioscreen, Shimmer New York Ltd, French Institutes Beauty School and Maud Frizon.

THE BEAUTYGROUP

Toyota Jamaica

Toyota Jamaica Limited (TJAM) is the only authorised distributor of the prestigious Toyota brand motor vehicles in Jamaica. Toyota is the world's largest automobile manufacturer, selling 5.9 million vehicles each year in over 160 countries and generating \$108 billion in annual sales. It produces a full range of vehicle models, and employs nearly 250,000 workers.

Toyota Motor Corporation is also one of the top ten Fortune Global 500 businesses. The company is today the undisputed market leader in Japan and Asia, the best-selling non-American make in the USA, and the leading Japanese brand in Europe.



Hospitality and Training Association (HTA)

The Hospitality Training Association Inc (HTA) is one of the most respected and successful training providers and employers in Australia and has assisted thousands of young people around the world to establish careers in hospitality and tourism.

HTA employs over 500 apprentice cooks and bakers who work for more than 250 organisations ranging from catering facilities, taverns, clubs, hotels and cafes, to five star establishments.

The association brings together the combined experience and knowledge of the five major associations that are the driving force behind the tourism and hospitality industries in Queensland, Australia.



Middlesex University

Middlesex is a truly international university, with a global network of regional offices and prestigious partners. Of their 22,000 students, around 5000 are international, from over 170 countries. Middlesex is well known for producing highly employable graduates and has earned an excellent reputation for the quality of its teaching and learning and is continuing to develop as a respected research institution.

The university is comprised of four schools: Arts and Education, Business, Engineering and Information Sciences and Health and Social Sciences, spread over three main campuses in London.



Northumbria University

Recently named 'Best Modern University', Northumbria is located in the vibrant 'capital' of north-eastern England, Newcastle.

Offering over 500 courses from foundation to postgraduate levels, the university has 25,000 students, including 3000 international. Famous alumni include Jonathon Ive CBE, designer of the iMac and iPod.



University of Westminster

Founded in 1838, Westminster boasts superb, accessible locations in central London and Harrow and has earned an enviable reputation in subjects as diverse as housing and surveying, and communications and media. Among its 22,000 students are around 5000 who are international, hailing from over 150 countries.



A guide to City & Guilds qualifications

We offer a range of qualifications to suit the needs of learners and industry. These are the main types that you'll find in this handbook:

International Vocational Qualifications

International Vocational Qualifications (IVQs) are designed to demonstrate that learners have both the technical knowledge and the ability to carry out practical tasks within an occupation.

The required underpinning knowledge is measured by one or more theory tests which could be multiple choice or written examination. Practical skills are assessed through assignments and observation of tasks relating to the job learners are training for.

In this handbook, IVQs are indicated with an **IVQ** icon

International English Qualifications

We offer a wide range of English language qualifications suitable for people from students and young learners to professionals requiring different levels of English proficiency. These qualifications develop speaking, writing, reading and listening skills using real examples and tasks from entry to advanced level.

Vocationally Related Qualifications

In addition to all these, we have a whole range of City & Guilds Vocationally Related Qualifications (VRQs) covering many occupations. The Skills Foundation and Proficiency Awards are part of this group.

Higher level

We have a range of qualifications for people approaching the top of their professions. These include Full Technological Diplomas, Higher Professional Diplomas and Senior Awards. We also conduct the Engineering Council Examinations on behalf of the Engineering Council UK.

New qualifications for 2008–2009

We have an exciting range of new qualifications this year, indicated by the symbol **NEW**

Online assessment

For some of our qualifications we offer online assessment, which means that candidates can be examined 24 hours a day, seven days a week, wherever there is a networked computer and appropriate invigilation. These qualifications are marked with a **24** symbol.

Your centre will need to apply for separate approval if you wish to offer any of these qualifications. For details, please visit www.cityandguilds.com/GOLA

A guide to our levels

NQF levels [†]	City & Guilds qualifications	Academic qualifications (approximate equivalent)
8	Fellowship (FCGI)	Doctorate
7	Membership (MCGI) Master Professional Diploma SVQ/NVQ Level 5 Level 5 vocational awards	Master's degree Postgraduate diploma Postgraduate Certificate
6	Graduateship (GCGI)	Bachelor's degree Graduate certificate and diploma
5	IVQ Advanced Technician Diploma ^{††} Full Technological Diploma ^{††}	Higher national diplomas Foundation degree Diplomas of higher and further education
4	Licentiate (LCGI) Higher Professional Diploma Level 4 vocational awards	Certificate of Higher Education
3	SVQ/NVQ Level 3 Level 3 vocational awards Advanced Apprenticeship (England and NI) Modern Apprenticeship (Scotland and Wales) IVQ Technician Diploma ^{††} IVQ Advanced Diploma ^{††} Level 3 International Awards ^{††}	A Level Scottish Higher
2	SVQ/NVQ Level 2 Level 2 vocational awards Apprenticeship (England and NI) Foundation Modern Apprenticeship (Wales) IVQ Technician Certificate ^{††} IVQ Diploma ^{††} Level 2 International Awards ^{††}	GCSE grades A*–C Scottish Intermediate 2/Credit 5 Grade
1	SVQ/NVQ Level 1 Level 1 vocational awards IVQ Certificate ^{††} Level 1 International Introductory Awards ^{††}	GCSE grades D–G Scottish Intermediate 1/General 5 Grade

[†]The National Qualifications Framework of England, Wales and Northern Ireland (NQF)

^{††}Nearest comparable level

Contacts

If you'd like to offer City & Guilds qualifications, the first step in our simple five-step process (see page 12) is to contact your nearest City & Guilds office or representative, who will be able to advise you on how to become a centre and the qualifications that you can offer, or answer any queries you may have.

Africa

South Africa branch office

Countries of responsibility:

Botswana, Lesotho, Malawi, Namibia, South Africa, Swaziland, Zambia and Zimbabwe

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East Africa branch office

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Malaysia branch office

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T +361 413 1301

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The Gulf

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E gulf@cityandguilds.com

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South Asia branch office

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F +44 (0) 20 7294 2413

E INTCG@cityandguilds.com

Opening hours:

Monday – Friday 08:30 – 17:30 (UK time)

except UK public and bank holidays

Becoming a City & Guilds centre – your step-by-step guide

If your centre wishes to offer any of our qualifications, you will need to apply for two types of approval:

Centre approval enables your centre to proceed with qualification approval and allows registration of candidates for theory examinations.

Qualification approval is needed for each programme your centre wishes to offer and allows you to enter candidates for practical assessments.

If your centre wishes to offer additional City & Guilds qualifications, you will need to apply for separate qualification approval(s), but a new application for centre approval will not be necessary each time.

Both approvals are valid for two years, subject to ongoing compliance with our regulations.

There are five simple steps to becoming an approved City & Guilds centre.

Step 1

Once you have decided on the qualification(s) your centre would like to offer, contact your nearest branch office or representative. Please see 'Contacts' section on page 10.

Step 2

You will be sent a copy of our 'Application for centre approval' and 'Application for programme approval' forms. Complete the forms and forward them to your nearest City & Guilds office.

Step 3

We will review the information you have provided and if appropriate send a copy of the form to one of our External Verifiers. The External Verifier may request additional information from your centre.

Step 4

We will ask the External Verifier to undertake an approval visit.

Step 5

We will confirm your centre's approval status in writing within 4–6 weeks of receipt of your completed form and supporting documents.

Our qualifications

Agriculture

Tropical Agriculture 8100

Aim of the qualification

This qualification is suitable for learners in tropical and sub-tropical countries who intend to base their career on agricultural work.

Available levels

Level 3

Syllabus areas

Principles of Tropical Agriculture

- Types, composition and maintenance of soils
- Agricultural practice in relation to climatic conditions
- Plant life, growth and reproduction
- Animal growth and reproduction

Crop Husbandry

- Field crops
- Tree forestry and grass crops
- Crop protection techniques

Animal Husbandry

- Classes of tropical livestock and their function
- Breed, rear and feed tropical livestock
- Principles of stockmanship

Method(s) of assessment

Written examination and practical assignments.

Please note this qualification requires an External Verifier.

Automotive Engineering

Vehicle Maintenance and Repair 4101



Aim of the qualification

This qualification is for people who work or want to work as technicians across a range of vehicle types. It allows learners to learn, develop and practise the advanced problem solving and diagnostic skills required for employment and/or career progression in the automotive sector.

These qualifications provide a number of specialised routes:

- Vehicle valeting
- Light vehicle
- Heavy vehicle
- Motorcycle
- Autoelectrical
- Mobile electrics and security
- Air-conditioning and climate control

Available levels

Certificate/Specialist Certificate, Diploma/Specialist Diploma and Advanced Diploma/Specialist Advanced Diploma

Syllabus areas

Certificate

- Workplace good house keeping
- Health and safety
- Positive working relationships
- Remove and replace engine units and components
- Remove and replace auxiliary electrical units and components
- Remove and replace chassis units and components
- Conduct pre and post work vehicle inspections
- Valet vehicles
- Identify and agree customer vehicle needs
- Remove and replace vehicle transmission and drive line units and components

Diploma

- Workplace good house keeping
- Health and safety
- Positive working relationships
- Carry out routine vehicle maintenance
- Remove and replace engine units and components
- Remove and replace auxiliary electrical units and components
- Remove and replace chassis units and components
- Conduct pre and post work vehicle inspections
- Valet vehicles
- Remove and replace vehicle transmission and drive line units and components
- Process payment transactions
- Locate and correct electrical faults
- Enhance vehicle system features
- Repair electrical units
- Diagnose and rectify auxiliary equipment electrical faults
- Remove and fit basic MET components to vehicles
- Remove and fit non-welded non-structural motorcycle body panels

Advanced Diploma

- Workplace good house keeping
- Health and safety
- Positive working relationships
- Enable learning through demonstrations and instructions
- Remove and replace auxiliary electrical units and components
- Inspect vehicles
- Diagnose and rectify vehicle engine systems and component faults
- Diagnose and rectify vehicle chassis systems and component faults
- Identify and agree customer vehicle needs
- Overhaul mechanical units
- Diagnose and rectify vehicle transmission and drive line system faults
- Locate and correct electrical faults
- Diagnose and rectify engine electrical faults
- Diagnose and rectify transmission and chassis electrical faults
- Diagnose and rectify auxiliary equipment electrical faults

To achieve the Specialist qualification, learners must complete an additional studies unit in mathematics, science and communication at Certificate level and mathematics, science and electronics at Diploma and Advanced Diploma level.

Please note this qualification requires an External Verifier.

Method(s) of assessment

Online multiple choice tests and practical tasks.

Aim of the qualification

This qualification will help learners progress from front-line mechanic to diagnostic technician. Opportunities are also included for further professional progression from technician to motor vehicle engineering degree and management level qualifications.

At first level it provides a broad introduction to the theory and practical side of motor vehicle servicing for front-line workers. This prepares learners to carry out routine service operations under supervision.

At the next level it develops a broader range of skills needed to identify faults and carry out full servicing and repairs.

The final level develops diagnostic skills in specific areas of motor vehicle engineering. Learners can carry out a full range of diagnostic skills for heavy or light vehicles. At this level learners can select units from either technician or management options.

Available levels

Certificate, Technician Certificate, Diploma, Technician Diploma, Advanced Diploma, Advanced Technician Diploma

Syllabus areas

Certificate

- Petrol/Diesel engines and fuel systems
- Ignition and electrical systems
- Cooling and lubrication systems
- Safety
- Vehicle systems
- Braking, steering and suspension systems
- Gearbox and transmission systems
- Associated studies

Technician Certificate

As for the Certificate plus:

- Mathematics
- Science
- Communications

Diploma

- Petrol/Diesel engines and fuel systems
- Spark, ignition and electrical/electronic systems
- Cooling systems
- Braking, steering and suspension systems
- Transmission systems
- Vehicle bodywork
- Engine auxiliary systems
- Manual and automatic gearboxes
- Associated studies
- Vehicle systems

Technician Diploma

As for the Diploma plus:

- Mathematics
- Vehicle science
- Vehicle electronic systems

Advanced Diploma in Diagnostic Techniques – Light Vehicles

- Petrol engine and fuel systems diagnostic techniques
- Light vehicle braking, steering and suspension systems diagnostic techniques
- Light vehicle manual transmission systems diagnostic techniques
- Light vehicle automatic transmission systems diagnostic techniques
- Diesel engine diagnostic techniques
- Diesel fuel injection systems diagnostic techniques
- Batteries, charging and starting systems diagnostic techniques
- Electrical, electronic and auxiliary systems diagnostic techniques
- Vehicle electronic and microprocessor systems diagnostic techniques
- Vehicle systems
- Service reception

Advanced Technician Diploma in Diagnostic Techniques – Light Vehicles

As for the Advanced Diploma plus:

- Mathematics
- Vehicle science
- Vehicle electronic systems

Advanced Diploma – Heavy Vehicles

- Heavy vehicle braking systems diagnostic techniques
- Heavy vehicle steering systems diagnostic techniques
- Heavy vehicle suspension systems diagnostic techniques
- Diesel engine diagnostic techniques
- Diesel fuel injection systems diagnostic techniques
- Heavy vehicle manual transmission systems diagnostic techniques
- Heavy vehicle semi-automatic and automatic transmission systems diagnostic techniques
- Batteries, charging and starting systems diagnostic techniques
- Electrical, electronic and auxiliary systems diagnostic techniques
- Vehicle electronic and microprocessor systems diagnostic techniques
- Service reception
- Vehicle systems

Advanced Technician Diploma in Diagnostic Techniques – Heavy Vehicles

As for the Advanced Diploma plus:

- Mathematics
- Vehicle science
- Vehicle electronic systems

Advanced Technician Diploma in Motor Vehicle Engineering – Light Vehicles

As for the Advanced Technician Diploma in Diagnostic Techniques – Light Vehicles plus:

- Engine design parameters and performance testing
- Alternative power sourcing units
- Braking, steering, suspension and transmission systems
- Vehicle body systems
- Project

Advanced Technician Diploma in Motor Vehicle Engineering – Heavy Vehicles

As for the Advanced Technician Diploma in Diagnostic Techniques – Heavy Vehicles plus:

- Engine design parameters and performance testing
- Alternative power sourcing units
- Braking, steering, suspension and transmission systems
- Vehicle body systems
- Project

Advanced Technician Diploma in Motor Vehicle Management – Light Vehicles

As for the Advanced Technician Diploma in Diagnostic Techniques – Light Vehicles plus:

- Management skills
- Business systems
- Financial systems
- Project

Advanced Technician Diploma in Motor Vehicle Management – Heavy Vehicles

As for the Advanced Technician Diploma in Diagnostic Techniques – Heavy Vehicles plus:

- Management skills
- Business systems
- Financial systems
- Project

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Full Technological Diploma

The Full Technological Diploma (FTD) is available to those who successfully complete the Technician Diploma and Advanced Technician Diploma. See page 79 for details.

Business Skills 8891

IVQ NEW

Aim of the qualification

An opportunity for learners to achieve a qualification that offers a combined range of single subjects that suits learners' specific requirements and interests.

Available levels

Certificate, Diploma, Advanced Diploma

Syllabus areas

Certificate

– Learners are required to complete one single subject qualification from Group A, one from Group B plus one from Group A, B or C.

Group A

- Level 1 Business Studies (8954)
- Level 1 Customer Service (8992)
- Level 1 Office Procedures (8965)

Group B

- Level 1 Audio Transcription 80wpm (8952)
- Level 1 Book-keeping and Accounts (8991)
- Level 1 Business Finance (8990)
- Level 1 Computerised Accounts (8989)
- Elementary Practical Data Processing (8966)
- Level 1 Desk Top Publishing (8958)
- Level 1 Keyboarding (8964)
- Level 1 Shorthand 50-80wpm (8980)
- Essential Spreadsheet Techniques (8970)
OR Chinese Essential Spreadsheet Techniques (8977)
- Level 1 Text Production Skills (8971)
- Elementary Typewriting (8972)
- Level 1 Using Email and the Internet (8982)
- Elementary Word Processing Techniques (8975) OR Chinese Elementary Word Processing (8978)

Group C

- Level 1 EOS (8960)
- Level 1 EBC (8959)
- B1 IESOL (8984)
- B1 ISESOL (8985)

Diploma

Learners are required to complete one single subject qualification from Group A, one from Group B plus one from Group A, B or C. **Please note:** If a candidate has completed the Certificate in Business skills they do not have to choose the same subjects when completing the Diploma.

Group A

- Level 2 Business Studies (8954)
- Level 2 Customer Service (new 8992)
- Level 2 Office Procedures (8965)

Group B

- Level 2 Audio Transcription 100wpm (8952)
- Level 2 Book-keeping and Accounts (new 8991 and 8953)
- Level 2 Business Finance (new 8990)
- Level 2 Computerised Accounts (new 8989 and 8956)
- Intermediate Practical Data Processing (8966)
- Level 2 Desk Top Publishing (8958)
- Level 2 Keyboarding (8964)
- Level 2 Shorthand 90–120wpm (8980)
- Intermediate Spreadsheet Techniques (8970)
OR Chinese Intermediate Spreadsheet Techniques (8977)
- Intermediate Typewriting (8972)
- Level 2 Using Email and the Internet (8982)
- Level 2 Visual Presentations (8974)
- Intermediate Word Processing Techniques (8975) OR Chinese Intermediate Word Processing Techniques (8978)

Group C

- Level 3 EBC (8959)
- C1 IESOL (8984)
- C1 ISESOL (8985)

Method(s) of assessment

Based on the assessment requirements of each single subject qualification.

Note: this qualification replaces Diploma in Business Practice and Diploma in Office Administration.

Business Studies 8954

Aim of the qualification

This qualification is for anyone who wants to work in office-based administrative and managerial roles and needs to develop the appropriate skills.

Level 1 is designed to test learners' general understanding of how business works in their own domestic economy, while Level 2 will test knowledge and understanding of modern business and the domestic and international business environments.

Available levels

Levels 1 and 2

Syllabus areas

Level 1

- Principles of business
- Organisation of business
- Business activity
- People in business
- Influence and controls on business

Level 2

- Business environment
- Structure and organisation of business
- Decision making, planning and control
- People in business
- Influence and controls in business

Method(s) of assessment

Written examination.

Keyboarding 8964

Aim of the qualification

The aim of this qualification is to test the learner's ability to proofread continuous copy and to operate a keyboard effectively. It is aimed at those learners who are training to be keyboard operators rather than typists, e.g. administration officers, database operators, call centre operators, etc. Emphasis is therefore placed on the efficient use of the supplementary keys in addition to the alphabet keys.

Available levels

Level 2

Syllabus areas

- Check incorrect copy against correct copy to find errors
- Keying in a variety of different texts
- Symbols and numbers

Method(s) of assessment

On demand practical assessment.

Numeracy 3750

Aim of the qualification

The aim of this programme is to enable learners to use number skills in a variety of situations and provide a firm basis for further study in mathematics, vocational courses, or in finding employment.

Available levels

Stages 1, 2, 3 and 4

Syllabus areas

Stage 1

- Number and place value
- Measurement and standard units
- Pictograms, tables, charts and graphs
- Shape and space
- Operations on whole numbers less than 10,000
- Operations on decimal fractions involving tenths and hundredths
- Operations on common fractions involving halves and quarters
- Appropriate strategies and use of the calculator

Stage 2

- Place value
- Measurement and standard units
- Operations on whole numbers
- Operations on decimal fractions
- Operations on common fractions
- Percentages
- Conversions between common fractions, decimal fractions and percentages
- Orders of magnitude
- Ratio and proportion
- Average
- Elementary algebra
- Shape and space
- Construct, interpret and use tables of figures, graphs, charts and maps

Stage 3

- Operations on integers
- Operations on decimal fractions
- Operations on common fractions
- Orders of operations and use of the calculator
- Conversions between decimal fractions, common fractions and percentages
- Measurement and standard units
- Reading and interpreting tables of figures, dials and scales
- Elementary statistics
- Elementary algebra

Stage 4

- Operations on numbers
- Percentages
- Ratio and proportion
- Standard units
- Estimation and approximation
- Statistics
- Algebra
- Graphs
- Shape and space

Method(s) of assessment

Written examination and practical assessment.

Office Procedures 8965

Aim of the qualification

These awards are targeted at learners who have worked, are working or propose to work in first-level administrator roles, those following full-time courses and those requiring basic knowledge.

Available levels

Levels 1 and 2

Syllabus areas

Level 1

- Services
- Staff
- Health and safety
- Oral and written communications
- Handling mail
- Stationery and stock
- Purchase and sale of goods
- Petty cash
- Methods of classification
- Filing rules
- Equipment and storage
- Computers
- Photocopying
- Mailroom

Level 2

- Office structures and functions
- Personnel
- Health, safety and security
- Methods of communication
- Interpersonal communications skills
- Oral communication skills
- Writing skills
- Office equipment
- Telecommunications
- Business documentation and payment procedures
- Maintenance of an established filing system
- Retrieval and presentation of information
- Meetings
- Travel arrangements

Method(s) of assessment

Written examination and practical assessment.

Shorthand 8980

Aim of the qualification

This qualification tests shorthand speeds from 50 to 120 words per minute in all recognised shorthand systems including Braille and Stenograph. It is suitable for secretaries, PAs, and people training to become journalists, reporters and for other roles involving the accurate transcription of the spoken word.

Available levels

Level 2

Syllabus areas

- Accurate dictation at speed, between 50 and 120 wpm. Any recognised shorthand system (or Braille or Stenograph).

Method(s) of assessment

Written examination.

Sales and Marketing 4410

IVQ

Aim of the qualification

This qualification is designed for those employed or seeking employment in sales and marketing. It reflects the international nature of sales and marketing activities as well as the sector variations, making it valuable for people working in business-to-consumer sales environments like retail, or planning communication activities and events for a business-to-business organisation.

Available levels

Certificate*

*This IVQ Certificate is at Level 2

Syllabus areas

- Understanding the activities of sales and marketing
- Building business relationships
- Effective planning skills
- Using and improving business information
- Customer communication and personal selling.

Method(s) of assessment

Written examination and assignment.

Please note this qualification requires an External Verifier.

Typewriting 8972

Aim of the qualification

This qualification aims to test a learner's ability to demonstrate practical skills and ability in producing a range of texts via a keyboard in a given time. It is aimed at people who want or need to develop their skills in using a keyboard to produce a variety of texts accurately and efficiently.

Construction and Building

Available levels

Elementary, Intermediate and Advanced

Syllabus areas

Elementary

- Copying type from printed text
- Typing displaying a simple business letter
- Typing an easy piece of tabulation
- Displaying a notice, ad or menu
- Typing a memo

Candidates will need to be able to type at a minimum of 25 wpm

Intermediate

- Copying type from printed text
- Typing letters ready for signature from unarranged material in draft or in manuscript
- Typing from manuscripts which have been altered and amended
- Typing a piece of tabulation from print or manuscript
- Proofreading a short passage and typing a corrected version

Candidates will need to be able to type at a minimum of 35 wpm

Advanced

- Copying type from printed text
- Typing letters from revised manuscripts which may contain abbreviations, amendments and alterations
- Typing legal material, committee documents including agenda, Chairman's agenda, minutes, bibliographical material, footnotes, itineraries
- Collating and selecting material from draft documents
- Typing short reports with subheadings from manuscript
- Proofreading text or tabulated material and typing a corrected version

Candidates will need to be able to type at a minimum of 50 wpm

Method(s) of assessment

On demand practical assessment.

Concrete Technology and Construction including Aggregates in Construction 6290

Aim of the qualification

These qualifications are intended for people who currently hold, or are aiming to reach, positions of responsibility in work related to the production of concrete or other activities associated with aggregates:

The Certificate in Concrete Technology and Construction General Principles is suitable for those seeking an introduction to concrete technology and construction, or who aim to hold positions of responsibility in this occupational area.

The Certificate in Concrete Technology and Construction Practical Applications is intended for those planning to hold senior positions in activities associated with the production of concrete or its use onsite, in the factory or laboratory. The qualification aims to extend the principles of concrete technology and apply them to many applications for which concrete is used.

The Certificate in Aggregates in Construction is intended for those planning to hold senior positions in activities associated with aggregates.

The Advanced Certificate in Aggregates in Construction is intended for those in senior positions who require to demonstrate their detailed knowledge and understanding of their specific area of work related to aggregates.

Learners who successfully achieve the Certificate in Concrete Technology and Construction General Principles are able to progress to the Certificate in Concrete Technology and Construction Practical Applications.

Learners who successfully achieve the Certificate in Concrete Technology and Construction Practical Applications or the Certificate in Aggregates in Construction are able to progress to the Advanced Certificate in Aggregates in Construction.

Available levels

Levels 3 and 4

Syllabus areas

Level 3

Certificate in Concrete Technology and Construction General Principles

- Properties of concrete
- Reinforced concrete
- Materials
- Testing concrete
- Specification of concrete, design of mixes and quality control
- Formwork
- Compaction and finishing
- Curing

Level 3

Certificate in Concrete Technology and Construction Practical Applications

- Testing concrete
- Specification of concrete, design of mixes and quality control
- Concrete production supply and placing
- Joints
- Framework including falsework
- Reinforcement and pre-stressing
- Compaction and finishing
- Roads and floors
- Precast products and components
- Organisation, supervision and safe working practices

Level 3

Certificate in Aggregates in Construction

- Geology and geological processes
- Field implementation of aggregate deposits
- Aggregate extraction
- Aggregate processing
- Testing of aggregates
- Aggregates for concrete
- Aggregates for mortars
- Unbound aggregates
- Bituminous bonding materials
- Specialist products

Level 4

Advanced Certificate in Aggregates in Construction

- Technology of aggregates
- Sales and marketing of aggregates
- Quality control of aggregates
- Commercial appraisal
- Environmental appraisal
- Technical appraisal
- Test methods and implications
- Equipment

Method(s) of assessment

Level 3: written examination
Level 4: project

Please note this qualification requires an External Verifier.

Construction Industry 6161

IVQ

Aim of the qualification

These qualifications recognise learners at three levels, from those starting their training through to those looking to take on advanced skills and responsibilities.

This is a comprehensive package of qualifications covering craft skills in the following areas:

- Timber vocations (site carpentry/bench joinery)
- Trowel vocations (brick and blockwork/concreting)
- Painting and decorating
- Plumbing
- Refrigeration and air conditioning
- Electrical installation

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

Certificate

- Core skills (principles and practice)
 - Safety at work
 - Mathematics and drawing
 - Communication and information technology
- Basic construction skills (principles and practice)

Diploma

- Safety at work
- Materials
- Calculation, setting out and drawing
- Practical skills
- Communications and information technology
- Alteration, repair and renovation

Advanced Diploma

- Safety at work
- Materials
- Calculation, setting out and drawing
- Advanced practical skills
- Communications and information technology
- Alteration, repair and renovation
- Planned maintenance
- Supervision, planning and administration

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Technician Awards in the Construction Industry 6165

IVQ

Aim of the qualification

This flexible qualification prepares learners for their intended roles as technologists, engineers and managers in a wide range of construction and related occupations.

This is a comprehensive package of technician qualifications covering the following areas:

- Timber vocations (site carpentry/bench joinery)
- Trowel vocations (brick and blockwork/concreting)
- Painting and decorating
- Plumbing
- Refrigeration and air conditioning
- Electrical installation

Available levels

Technician Certificate, Technician Diploma and Advanced Technician Diploma.

Syllabus areas

Technician Certificate

- Core skills (principles and practice)
 - Safety at work
 - Mathematics and drawing
 - Communication and information technology
- Basic construction skills (principles and practice)
- Construction technician (principles and practice)

Technician Diploma

- Applied scientific techniques
- Drawing and surveying techniques
- Construction techniques
- Environmental science and construction techniques
- Measurement
- Designing for construction
- Construction mathematics
- Structural mechanics

Advanced Technician Diploma

- Site surveying
- Materials and construction technology
- Construction management and law
- Tendering, estimating and quantity surveying
- Building services science and technology
- Structural elements, geology, soil mechanics and hydraulics
- Architectural design
- Construction mathematics

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Full Technological Diploma

The Full Technological Diploma (FTD) is available to those who successfully complete the Technician Diploma and Advanced Technician Diploma. See page 79 for details.

Creative

Design and Craft 7722

Aim of the qualification

These two-unit qualifications are intended for people who want to do a creative activity for the first time, enabling them to start using the techniques of the chosen craft. Learners can choose from 30 options listed below.

After successfully completing Level 1, learners can progress to the Level 2 Certificate in Design and Craft (7822/3).

Available levels

Level 1

Syllabus areas

This qualification can be taken in any of the following areas:

- Hand built ceramic forms
- Sewing machine techniques
- Decorative effects
- Planning a room
- Sugar modelling
- Confectionery
- Machine knit textiles
- Preserved flowers
- Pressed plant material
- Patchwork and quilting
- Bead needle weaving
- Curtain making
- Enamelling on copper
- Felt making
- Chair caning
- Balloon display
- Hand embroidery
- Fashion wear
- Wood carving
- Drawing and painting
- Machine embroidery
- Stumpwork
- Straw work
- Mural and set painting
- Passementerie
- Wood turning
- Flower arranging
- Floristry
- Floral styling
- Canvas work
- Design for craft

Method(s) of assessment

Practical assignments.

Note: this qualification is available by special arrangement only. Please contact your nearest branch office or representative for details.

Design and Craft 7822/3

Aim of the qualification

These two-unit qualifications are intended for people who would like to take their craft skills beyond basic level to a high and saleable standard.

After successfully completing Level 2, learners can progress to the Level 3 Certificate and Diploma in Design and Craft (7922).

Available levels

Level 2

Syllabus areas

This qualification can be taken in any of the following areas:

- Fashion wear
- Decorative effects
- Upholstery
- Embroidery
- Flower arranging
- Soft furnishing
- Sugar decoration
- Lace making
- Patchwork and quilting
- Ceramics
- Machine knit textiles
- Hand knit textiles
- Woodturning
- Curtain making
- Regional bobbin lace making
- Sugar flowers
- Machine embroidery
- Preserved flower arranging
- Millinery
- Picture and frame restoration
- Calligraphy and lettering
- Life drawing
- Upholstery buttoning
- Straw work
- Lingerie
- Pattern cutting
- Tailoring

- Additional soft furnishing techniques
- Cabinet making
- Additional decorative effects
- Papercraft
- Decorative stained glass
- Metalwork
- Ceramic restoration
- Balloon display
- Furniture frame making
- Automatic decorative stitching
- Theatre costume
- Wood carving
- Puppet making
- Creative computing
- Spinning and weaving
- Enamelling
- Window display
- Gilding
- Textile decoration
- Garden design
- Floristry
- China painting
- Tiffany glass
- Tapestry weaving
- Visual design and problem solving
- Watercolour
- Silk painting
- Jewellery
- Stumpwork
- Experimental mark making
- Staining and French polishing
- Passementerie
- Contemporary floral design
- Marquetry
- Additional woodturning
- Fashion illustration
- Feltmaking
- Woodwork
- Additional Floristry
- Mixed media
- Computer pattern grading
- Basket making

- Bead needle weaving
- Chair caning
- Sculpture
- Miniature embroidery
- Planning a room
- Oil painting
- Decorative finishes for furniture
- Interior floral design
- Additional life drawing
- Creative computing for web page design
- Historical heirlooms
- Historical flower arranging
- Rug making
- Web graphics
- Costume jewellery
- Printmaking
- Engineering model making
- Additional watercolour
- Lampshade making
- Mural and set painting
- Additional mural and set painting
- Design for craft*
- Veneering*
- Mosaics*
- Leatherwork*
- Overlock stitching techniques*
- Intensive kiln formed glass*
- Stone carving*
- Creative sketchbooks*
- Business for Arts and Crafts*

* These areas come under qualification number 7823.

Method(s) of assessment

Practical assignments.

Note: this qualification is available by special arrangement only. Please contact your nearest branch office or representative for details.

Design and Craft 7922

Aim of the qualification

This qualification is for learners who want to develop their skills to a professional level. They will be expected to make more demanding items as well as develop their skills in observation, recording and research. They will have the opportunity to explore new techniques and progress innovative ideas.

After successfully completing Level 3, learners can progress to the Diploma in Design and Craft (7923).

Available levels

Level 3

Syllabus areas

This qualification can be taken in any of the following areas:

- Design for craft
- Fashion wear
- Patchwork and quilting
- Sugar decoration
- Decorative effects
- Hand knit textiles
- Embroidery
- Soft furnishing
- Machine knit textiles
- Upholstery
- Ceramics
- Flower arranging
- Lace making
- Creative computing
- Decorative stained glass
- Machine embroidery

- Floristry
- Textile decoration
- Life drawing
- Millinery
- Passementerie
- Sugar flowers
- Basket making
- Balloon display
- Calligraphy
- China painting
- Felt making
- Jewellery
- Sculpture
- Silversmithing
- Theatre costume
- Watercolour
- Weaving
- Web design
- Picture and frame restoration
- Puppet making
- Woodcarving
- Contemporary floral design
- Planning a room
- Wood turning
- Business for Arts and Crafts

Method(s) of assessment

Practical assignments.

Note: this qualification is available by special arrangement only. Please contact your nearest branch office or representative for details.

Diploma in Design and Craft 7923

Aim of the qualification

This qualification will develop learners' skills to a highly advanced level. Each qualification normally takes two years' part time study to complete.

After successfully completing Level 3, learners can progress to the Higher Professional Diploma in Creative Arts (4440).

Available levels

Level 3

Syllabus areas

Learners can choose between:

- Research for design
- Fashion wear
- Patchwork and quilting
- Sugar decoration
- Decorative effects
- Hand knit textiles
- Embroidery
- Soft furnishing
- Machine knit textiles
- Upholstery
- Ceramics
- Flower arranging
- Lace making
- Decorative stained glass
- Millinery
- Machine embroidery
- China painting
- Woodcarving
- Wood turning
- Contemporary floral design
- Sugar flowers
- Basket making
- Business for Arts and Crafts

Method(s) of assessment

Practical assignments.

Note: this qualification is available by special arrangement only. Please contact your nearest branch office or representative for details.

Customer Service

Customer Service 8992

NEW

Aim of the qualification

The aims of these qualifications are to meet the needs of candidates who work or want to work within the customer service sector and allow candidates to learn, develop and practise the skills required for employment and/or career progression in Customer Service.

Available levels

Levels 1, 2, and 3

Syllabus areas

Level 1

- State how to deliver good customer service
- State different communication methods
- State how to provide good customer service in line with organisational procedures
- State how to effectively deal with customer queries, problems and complaints

Level 2

- Describe how to deliver good customer service to different types of customers
- Describe organisational customer service policies and procedures
- Explain the benefits to an organisation of having a good reputation
- Describe the qualities and attributes required in the customer service role
- Explain the importance of responding effectively to customers' needs, expectations and complaints
- Explain the importance of different methods of communication used to deal with different types of customers

Level 3

- Explain the key features of a service offer and its effects on customer expectations
- Describe how to deliver reliable customer service
- Explain how to deal with different customer behaviours to ensure customer satisfaction
- Describe how customer service can be developed and improved
- Explain how promotion of products and services can benefit the customer and the organisation
- Explain the benefits of team working in delivering good customer service
- Describe how to develop the customer service skills of self and others

Method(s) of assessment

On demand written examination.

Education and Training

Access Certificate in English Language Teaching (ACE) 8575

24

Aim of the qualification

Access Certificate in English Language Teaching (ACE) is an initial qualification for English language teachers. It enables learners to develop language awareness and communication skills, as well as the professional teaching skills needed for the modern language classroom.

It was developed as a joint project between City & Guilds and the Language and Literacy Studies in Education Group, University of Manchester, UK.

ACE is aimed at:

- newcomers to the profession who want an initial English language teaching qualification
- practising English language teachers who need to upgrade their skills and qualifications
- teachers who want to move into English teaching.

It consists of one theoretical and one practical programme of learning:

- Foundations of English Language Teaching (FELT) covers the theory.
- Supervised teaching practice (STP) enables learners to acquire the practical teaching skills.

Approved ACE centres are supplied with a set of self-instruction booklets to support the theoretical part of the course and a standardisation training video for the teaching practice component.

Available levels

Level 4

Syllabus areas

- Foundations of English Language Teaching (FELT)
- What makes a good teacher and a good learner
- An introduction to language systems and how they can be taught
- How to teach receptive and productive skills
- Effective classroom management
- Suggested teaching applied to lesson planning
- Resources available to teachers and learners
- Appropriate teaching techniques

- Supervised teaching practice (STP)
- Classroom management and procedures
- Techniques and methods
- Personal qualities
- Assessment and monitoring
- Use of language

Method(s) of assessment

FELT: written examination (four exam sessions per year) or online test.

STP: portfolio and observation of teaching practice.

Note: there are no formal entry requirements for this qualification, but candidates need to have an adequate level of English to follow the course materials and function professionally as a teacher; City & Guilds International ESOL Expert level (Common European Framework level C1) or equivalent is recommended as a minimum standard.

Recommended as appropriate for graduates or mature students qualified (or preparing to be qualified) for university entrance.

Note: If centres opt to offer the online test, GOL A approval is required.

Introductory Award in Training Skills 1106

Aim of the qualification

The Introductory Award is designed as a two-day qualification for people who train others in basic or routine activities, providing a basic introduction to training and assessment. It also provides an introduction for learners considering starting a career in teaching or training, offering possible progression to the Diploma in Training Skills and the Advanced Diploma in Teaching, Training and Assessing Learning. All course materials will be provided to allow delivery and assessment within two days, including a PowerPoint presentation, session plans, handouts, practical activities and pro formas.

Available levels

Introductory Award

Syllabus areas

- Basic theory of training and assessing
- Practical activities

Method(s) of assessment

Multiple choice quiz, group discussions and practical activities.

Please note there is no formal entry requirement for this qualification but learners should have a reasonable level of language and literacy skills in English.

Please note this qualification requires an External Verifier.

Training Skills 1106

IVQ

The Diploma in Training Skills is designed to enable holders to work under the supervision of a training manager or as part of the team of teachers and trainers.

The Advanced Diploma in Teaching, Training and Assessing Learning is designed for those who deliver training or are employed in post-16 education and training:

- learners who already have an introductory teaching and supporting learning qualification and would like to progress further
- teachers or those training and assessing learning who want to improve their knowledge and skills
- experienced teaching staff who require continuing professional development in teaching, training and assessing learners
- learners who require a qualification to improve their knowledge and skills to prepare for progression to a higher level of teaching, training and assessing learners
- centres who wish to run a teaching, training and assessing learning qualification for their current staff to support existing courses
- learners seeking individual units which are relevant to their current role (eg internal verification, assessing competence, coaching and mentoring, e-learning, management of training).

It is recommended that learners achieve the Introductory Award in Training Skills before progressing to the Diploma.

There are two routes available at the Advanced Diploma level:

- Advanced Diploma in Teaching, Training and Assessing Learning

- Specialist Advanced Diploma in Teaching, Training and Assessing Learning

The following single unit awards are also available at Advanced Diploma level:

- Certificate in Assessing Competence
- Certificate in Quality Assurance – Internal
- Certificate in Quality Assurance – External*

* restricted to City & Guilds Branch nominees

Available levels

Diploma, Advanced Diploma

Syllabus areas

Diploma

- Identifying learner and needs
- Prepare instruction and coaching sessions
- Instruct and coach
- Assess, feedback and check performance

Advanced Diploma

- Identify learners' needs
- Plan and prepare learning
- Delivering learning
- Assess outcomes
- Evaluation

English Language

Specialist Advanced Diploma

As for the Advanced Diploma route plus:

- Witness testimony
- Coaching and mentoring
- E-Learning
- Management of training
- Assessing competence
- Quality assurance – internal
- Quality assurance – external*

* restricted to City & Guilds Branch nominees

Method(s) of assessment

Diploma: written examination and practical assignments.

Advanced Diploma: written examination, practical assignments and holistic report.

Please note there is no formal entry requirement for this qualification but learners should have a reasonable level of language and literacy skills in English and a recognised qualification at the right level in the subject that they are teaching/training. Learners without evidence of formal qualifications must be able to demonstrate adequate prior knowledge and experience necessary to complete the course.

Please note this qualification requires an External Verifier.

Please note the IVQ in Teaching, Training and Assessing Learning replaces the IVQ in International Teaching and Training Skills (1104) and elements of the International Assessor Award (1105).

English for Business

Communications (EBC) 8959

Aim of the qualification

This qualification tests learners' ability to understand and produce effective business communications such as emails, letters, reports and minutes.

The qualification is designed for learners who are preparing for or who already work in an occupation requiring the ability to read and write business communications in English.

The first level is suitable for candidates who can read communications conveying straightforward information and draft simple replies.

The next level is suitable for those who can handle correspondence concerning problems and sensitive business relations.

The final level tests candidates' ability to process all kinds of business communications, including sophisticated reports and advertising material.

Available levels

Level 1, 2 and 3

Syllabus areas

Level 1

- Understand simple internal and external business communications, eg memos and letters, written telephone messages, faxes and emails
- Complete or extract explicit information from business documents, eg orders, requisitions, quotations or invoices
- Extract information from simple charts or timetables
- Write simple, concise letters, providing and/or requesting routine information
- Write simple memos in response to explicit instructions
- Draft faxes
- Complete standard letter forms with information provided

Level 2

- Demonstrate an understanding of internal and external business communications, eg memos and letters, written telephone messages, faxes and emails
- Complete or extract information from business documents – orders and/or requisitions, quotations and/or invoices, graphs and charts, timetables and travel itineraries
- Write concise letters, in response to given situations
- Write memos in response to given situations
- Draft faxes
- Prepare other documents for business purposes, eg circular letters and mailshots, press releases and articles
- Draft an informal report

Level 3

- Understand internal and external business communications, eg memos and letters, written telephone messages, faxes and emails
- Complete or extract information from business documents: orders and/or requisitions, quotations and/or invoices, graphs and charts, timetables and travel itineraries, policy statements, company procedures
- Write concise letters in response to a wide range of situations
- Write memos in response to given situations
- Draft faxes
- Draft other documents for business purposes: notices and invitations, speeches, agendas and the minutes of meetings, advertisements and mailshots, press releases, articles and circular letters
- Draft a short analytical report

Method(s) of assessment

Written examination.

English for Office Skills (EOS) 8960

Aim of the qualification

This qualification measures learners' accuracy in the use and transcription of English at a variety of levels and the ability to perform office-related tasks in accordance with spoken and written instructions. The principal skills tested are linguistic accuracy, comprehension and proofreading. This is ideally suited to learners working or aiming to work in secretarial or office administration roles or as a personal assistant requiring the use of English.

Available levels

Levels 1 and 2

Syllabus areas

Level 1 and Level 2

- Spell difficult words in a given context
- Transfer a spoken message into written form
- Demonstrate an understanding of a written passage
- Identify and correct grammatical errors in a written text
- Proofread documents, with and without access to the original
- Distinguish correct word forms for a given context
- Provide appropriate punctuation to a given text

Method(s) of assessment

Written examination.

International English for Speakers of Other Languages (IESOL) 8984

Aim of the qualification

This qualification is a communicative test of reading, writing and listening skills in English.

It is set at six levels and is for non native speakers of the language who need to prove and improve their language competence.

It can be taken as a stand alone qualification or as a complement to the International Spoken ESOL qualification (8985).

IESOL is aimed at:

- young people or adults attending an English course either in the UK or overseas
- students learning English as part of their school or college curriculum
- people needing English for their everyday or working life
- learners who require externally recognised certification of their levels in English
- students who require a series of graded examinations to move up the ladder of proficiency.

It is suitable for all range of ages and levels.

Available levels

Preliminary (A1*), Access (A2*), Achiever (B1*), Communicator (B2*), Expert (C1*), and Mastery (C2*)

*Common European Framework levels

Syllabus areas

The focus of the syllabus varies according to the level of the qualification.

Listening

- Identify the function of short utterances
- Recognise in short conversations: topic, purpose, context, speakers, gist, relationship, function, attitude, feelings and opinions, predict outcome
- Show understanding of spoken input by selecting information for a specific task
- Follow up a discussion and show understanding of gist, detail and the difference between fact, opinion, purpose and key ideas

Reading

- Show knowledge of the structure of texts
- Recognise features typical of texts. Recognise the coherence and cohesion of short texts adapted from authentic sources through organisational, lexical and grammatical features
- Understand authentic texts using emotive language and complex structures
- Show awareness of text purpose and locate specific information
- Careful reading to extract information and show overall comprehension of a text

Writing

- Provide personal information
- Correct punctuation and spelling mistakes
- Construct a neutral or formal text such as a letter, message or note for a public audience
- Produce a text such as a letter, narrative, message or postcard using informal language

Method(s) of assessment

Written examination.

International Spoken English for Speakers of Other Languages (ISESOL) 8985

Aim of the qualification

This qualification is a communicative test of speaking skills in English for non native speakers of the language. It is set at six levels and can help learners develop confidence and proficiency in spoken English, boosting the skills required for successful communication.

It can be taken as a stand alone qualification or as a complement to the International ESOL qualification (8984).

ISESOL is aimed at:

- young people or adults attending an English course either in the UK or overseas
- students learning English as part of their school or college curriculum
- people needing English for their everyday or working life
- learners who require externally recognised certification of their levels in English
- students who require a series of graded examinations to move up the ladder of proficiency.

It is suitable for all ranges of ages and levels.

Available levels

Preliminary (A1*) , Access (A2*), Achiever (B1*), Communicator (B2*), Expert (C1*), and Mastery (C2*)

* Common European Framework levels

Syllabus areas

- Communicate personal information and express opinions
- Communicate appropriately in social situations using a variety of language functions
- Exchange information in order to complete a task or reach agreement
- Present a topic

Method(s) of assessment

Oral interview with local member of staff.

Spoken English Test (SET) for Business 8981

Aim of the qualification

This qualification assesses a learner's ability to speak English in realistic business situations. It is suitable for learners who are preparing for or who already work in an occupation that requires them to speak English.

It tests the learner's English at six levels. These levels are broadly equivalent to the levels of the Common European Framework.

Available levels

The test is available in three stages, with each one covering two levels :

Stage A: Preliminary (A1) and Access (A2)
Stage B: Achiever (B1) and Communicator (B2)
Stage C: Expert (C1), and Mastery (C2)

Syllabus areas

- Communicate personal information about personal and work-related matters
- Interact in common business-related situations using role-play
- Exchange given information to achieve a task related to the world of business
- Present a chosen topic related to the world of business

Method(s) of assessment

One to one oral interview with local member of staff.

Young Learners English for Speakers of Other Languages 8962

Aim of the qualification

This qualification is suitable for learners aged 8 to 14. It tests listening, reading and writing skills using contexts, language and tasks that children can identify with. It is designed to motivate and give confidence to young learners encouraging them to make real progress in their language skills.

Available levels

Basic and Elementary

Syllabus areas

Basic

- Understand and recognise familiar words spoken slowly and clearly in familiar contexts
- Read and understand simple sentences written in the present tense
- Write short sentences to convey simple information on familiar, everyday topics

Elementary

- Understand and recognise phrases and vocabulary about self, family, daily life, shopping
- Understand short, simple texts based on everyday material
- Write notes, messages and longer connected passages on familiar, everyday topics

Method(s) of assessment

On demand written examination.

Young Learners Spoken English for Speakers of Other Languages 8969

Aim of the qualification

This qualification is suitable for learners aged 8 to 14. It tests speaking skills using contexts, language and tasks that children can identify with. It is designed to motivate and give confidence to young learners encouraging them to make real progress in their English speaking skills.

Available levels

Basic and Elementary

Syllabus areas

- Giving personal information and answers to everyday questions about hobbies / likes / school etc.
- Communication in everyday situations using a variety of functional language
- Exchanging information to perform a task
- Speaking about a selected topic / describing an item

Method(s) of assessment

One to one oral interview.

Engineering

Computer Aided Design 4353

24

Aim of the qualification

This qualification will help learners to use draughting and design software packages for technical or design purposes.

Level 2 covers fundamental knowledge and skills and suitable for new CAD users, and Level 3 for advanced operation. At Level 3 there are two options enabling learners to specialise in either 2D or 3D design. The 2D option builds upon the knowledge and skills learnt at Level 2 while the 3D option covers new areas.

Available levels

Level 2 and 3

Syllabus areas

Level 2

- IT and CAD hardware and operating system
- Basic file management techniques
- Health and safety
- Key components of the software relating to 2D drawing environment
- Viewing commands and set up the drawing space
- Drawing commands
- CAD software co-ordinates system
- Hatch, text and simple dimensioning routines
- Basic editing commands and production of simple hard copies

Level 3

2D

- Layering systems and different line type styles
- Using a system for grouping objects to form blocks or libraries
- Producing isometric drawings within the 2D environment
- Defining and using an adjustable co-ordinate system
- Complex dimensioning routines
- Using different drawing spaces
- Producing hard copies of drawings
- Making inquiries of an existing drawing and placing reference points
- Pre command object selection
- Change and editing drawn entities

3D

- 3D modelling environment
- Creating and using working planes within 3D space
- Defining and using coordinate points
- 3D modelling commands
- Print/plot/export 3D models

Method(s) of assessment

Online test and practical assignment.

Please note this qualification requires centres to have GOLLA approval.

Please note this qualification requires an External Verifier.

Computer Aided Draughting and Design using AutoCAD 4351

Aim of the qualification

- This qualification will help learners use AutoCAD software to produce a variety of drawings. In particular, the qualification will enable them to:
- describe and use all the drawing commands
 - produce drawings for graphic design, architecture and engineering
 - edit existing drawings
 - use labels
 - understand the potential use of blocks in the creation of custom libraries.

This qualification is produced in association with Autodesk, the producers of AutoCAD.

Available levels

Level 2, 3 and 4

There are five routes available at Level 2:

- Certificate in Three-Dimensional Design Using AutoCAD
- Certificate in AutoCAD Customisation and System Management
- Certificate in Auto LISP Programming
- Certificate in Using AutoCAD AEC In The Built Environment
- Certificate in Two-Dimensional Computer Aided Design

There are two routes available at Level 3:

- Certificate in Computer Aided Draughting Design Using AutoCAD
- Certificate in Three-Dimensional Design and Solid Modelling

There is one route available at Level 4:

- Certificate in Two-Dimensional Computer Aided Design

Syllabus areas

Level 2

Certificate in Three-Dimensional Design Using AutoCAD

- World and user co-ordinate system
- 3D drawing and editing using non-mesh structure
- 3D wire frame creation and the attaching of surfaces
- Viewing and display controls
- Print/Plotting

Certificate in AutoCAD Customisation and System Management

Certificate in Auto LISP Programming

- Using Auto LISP
- Qualification structure and presentation
- Auto LISP functions and operators
- Programming

Certificate in using AutoCAD AEC in the Built Environment

- AEC overview
- Layers
- Walls
- Doors, windows and roofs
- Levels, stairs, floors and ceilings
- Symbols, text, notation, dimensioning, hatching and editing
- Display environment

Certificate in Two-Dimensional Computer Aided Design

- Hardware and software
- Preparing the CAD system
- Drawing and editing
- Saving and printing
- Safety and security

Level 3

Certificate in Computer Aided Draughting Design Using AutoCAD

- System requirements and configuration
- Drawing set-up and drawing aids
- Operational efficiency
- Drawing and editing
- Dimensioning and cross hatching
- Drawing display and plotting

Certificate in Three-Dimensional Design and Solid Modelling

- World and user co-ordinator user system
- 3D drawing, mesh creation and editing
- 3D solid modelling
- Display control
- Blocks
- Print/Plotting

Level 4

Certificate in Two-Dimensional Computer Aided Design

Method(s) of assessment

Written examination and practical assignment.

Please note this qualification requires an External Verifier.

Engineering Skills 1155

IVQ

Aim of the qualification

This qualification is designed for anyone who wants to start a career in one of the engineering subjects and leads into subject specialisation for a person committed to engineering.

It is also suitable for people who are already at work and who want to re-train, or who want to have their skills and knowledge formally recognised.

Available levels

Certificate and Diploma

Syllabus areas

Certificate

- Mathematics, drawing and science
- Safety at work
- Materials
- Using hand and machine tools
- Measuring and marking out
- Fastening and joining
- Communication

Diploma

Core

- Mathematics, drawing and science
- Materials

Plus one specialism from the following:

Electrical engineering: use of tools, earthing, bonding and checking electrical systems, electrical current, conductors, insulation and magnetic materials, installation and testing, circuits and wiring.

Metal machining: safety, drawing and marking out, accuracy and shaping of components, milling and turning operations.

Mechanical fitting and plant maintenance:

permits to work, temporary and permanent methods for joining metals, assembly and dismantling; identifying faults in power transmission systems, completing plant maintenance records and using drawings, sketches and diagrams; bench fitting, lifting and moving.

Fabrication, welding and pipework:

using tube, developing patterns, lifting and moving; welding and soldering, cutting metal, inspection and testing, producing pipework, curves of intersection, surface developments, using drawing and sketches.

Electronic engineering: potential hazards, hand tools, components, wires and cables, front panel controls, waveforms, currents, logic gates, security systems and circuit boards.

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Technician Awards in Electrical and Electronic Engineering 8030 (2000) IVQ

Aim of the qualification

This qualification will allow potential electrical or electronic engineers to gain the skills and knowledge needed to go from beginner to a first-line management position.

At the first level it provides a broad introduction to the theory and practical sides of engineering for a front-line worker or a person beginning academic training.

The next level involves a broader range of skills appropriate to a person who may also supervise, or who is going on to higher education.

The third level is appropriate for a person preparing for or working in first-level management. It is also appropriate for someone who wants to receive specialised training at a higher level.

This qualification offers two routes at each level:

- Theory: covers the underpinning knowledge
- Applied: consists of practical assignments and underpinning knowledge

Available levels

Technician Certificate, Technician Diploma, Advanced Technician Diploma.

Syllabus areas**Technician Certificate**

- Engineering Fundamentals (principles and practice)
- Electrical and Electronic Applications (principles and practice)

Technician Diploma

- Engineering Fundamentals 2
- Computer aided communication practical assignments
- Electronics (principles and practice)
- Electrical power (principles and practice)

Advanced Technician Diploma

- Advanced Electrical Technology
- Control systems and applications
- Distributing and utilisation of electrical energy
- Generation and supply of electrical energy
- Micro-electronic circuits and systems
- Electrical plant and equipment
- Advanced mathematics

Method(s) of assessment

Technician Certificate: written examination and practical assignment

Technician Diploma: written examination and practical assignment

Advanced Technician Diploma: written examination and a project

Please note this qualification requires an External Verifier.

Full Technological Diploma

The Full Technological Diploma (FTD) is available to those who successfully complete the Technician Diploma and Advanced Technician Diploma. See page 79 for details.

Technician Awards in Engineering 2565 IVQ

Aim of the qualification

These qualifications provide future engineers with a number of specialised routes:

Mechanical Engineering

- Manufacturing
- Plant Technology

Mechanical and Electrical Engineering

- Design and Manufacture
- Plant Technology
- Mechatronics

Mechanical, Electronic and Electrical Engineering**Electrical and Electronic Engineering**

The first level provides a broad introduction to the theory and practical sides of engineering for a front-line worker or a person beginning an academic training programme.

The second level provides a broader range of skills appropriate to a person who may also supervise or who is going on to higher education.

The third level is appropriate for a person preparing for or working in first-level management. It is also appropriate for someone who wants to receive specialised training at a higher level.

The Diploma provides scope for entry into Universities and Institutes of Higher Education and the Advanced Diploma for entry to the second year of a first degree course in the UK.

This qualification offers two routes at each level:

- Theory: covers the underpinning knowledge
- Applied: consists of practical assignments and underpinning knowledge

Available levels

Technician Certificate, Technician Diploma and Advanced Technician Diploma

Finance and Accounting

Syllabus areas

Technician Certificate

- Mathematics
- Science
- Drawing
- Materials
- Introduction to computer technology
- Health and safety
- Workshop theory
- Machine turning
- Shaping
- Milling
- Fastening and joining
- Electrical supplies and electronic signals
- Components
- Circuits
- Wiring
- Testing
- Electric motors

Technician Diploma

- Engineering fundamentals
- Computer aided communication
- Computer aided draughting
- Engineering drawing
- Implementing engineering design
- Manufacturing technology, theory and processes
- Resources
- Plant technology
- Plant installation and maintenance
- Mechatronic systems technology
- Analogue and digital techniques
- Mechanical principles
- Electrical and electronic principles

Advanced Technician Diploma

- Mechanical principles
- Electronics
- Engineering project
- Materials and processes
- Advanced manufacturing and management
- Mechanical design
- Applied mechanics
- Plant technology and maintenance procedures
- Plant hydraulics and pneumatics
- Advanced electrical principles
- Control systems and applications
- Advanced mathematics
- Computer Aided Draughting

Method(s) of assessment

Written examination and practical assignment

Please note this qualification requires an External Verifier.

Full Technological Diploma

The Full Technological Diploma (FTD) is available to those who successfully complete the Technician Diploma and Advanced Technician Diploma. See page 79 for details.

Book-keeping and Accounts 8991

NEW

Aim of the qualification

Level 1 aims to provide learners with an introduction to book-keeping practices and to process source documents that underpin accurate record keeping. At Level 2 learners adjust ledger accounts to take account of activities at the trial balance date which affect the production of an accurate trading, profit and loss account and balance sheet. Level 3 aims to enable candidates to record and interpret financial transactions up to and including final accounts.

Available levels

Levels 1 and 2

Syllabus areas

Level 1

- Know how to complete financial documents
- Record cash and credit transactions in books of original entry
- Prepare bank reconciliation
- Understand the petty cash imprest system
- Extract a trial balance from ledger accounts

Level 2

- Prepare ledger accounts
- Prepare control accounts
- Correct errors in business accounts
- Differentiate between capital and revenue expenditure
- Record depreciation
- Make year end adjustments in business accounts
- Prepare and complete a trial balance

Level 3

- Prepare financial information for a sole trader business
- Prepare financial information for a partnership
- Prepare financial information for limited liability companies
- Prepare financial information for not-for-profit organisations
- Prepare financial information to record the manufacturing process in final accounts
- Prepare financial information for a sole trader from incomplete records
- Prepare a balance sheet
- Analyse and interpret final accounts

Method(s) of assessment

On demand written examination.

Please note this qualification replaces Book-keeping and Accounts 8953.

Business Finance 8990

NEW

Aim of the qualification

Level 1 is aimed at enabling learners to establish numerical and presentational skills suitable for the competent completion of routine tasks in a wide range of organisations and to act as a foundation for future learning. At Level 2, learners gain an understanding of the preparation of numerical, graphical and financial formats sufficient to provide useful information for management needs in monitoring, decision making and problem solving. And at Level 3, an understanding of numerical and financial information used by management to monitor and control, make decisions and solve problems within organisations and an ability to undertake analysis of that information.

Available levels

Levels 1–3

Syllabus areas

Level 1

- Apply numerical skills to business transactions
- Prepare and interpret business information
- Apply numeracy skills to financial activities

Level 2

- Know how to prepare business budgets
- Understand budget deviations and variances
- Know how a business may maintain liquidity
- Prepare costing information for business
- Record stock movements in a business
- Understand the principles of credit control
- Understand how to use business performance indicators

Level 3

- Know how to allocate, apportion and absorb overhead costs in a business
- Analyse variances in standard costing
- Know how to prepare and use management accounting information for short-term decision making
- Know how to prepare management accounting information for long-term decision making and planning

Method(s) of assessment

On demand written examination.

Please note this qualification replaces Commercial Numeracy 8955 and Cost and Management Accounting 8957.

Computerised Accounts 8989

NEW

Aim of the qualification

Level 1 is aimed at enabling learners to operate computerised accounts software to carry out routine accounting tasks. At Level 2 learners carry out everyday operational aspects of computerised accounts, then at Level 3 learners carry out routine and non-routine operational parts of computerised accounting.

Available levels

Levels 1–3

Syllabus areas

Level 1

- Create accounts using computerised software
- Process accounting information using computerised software
- Understand how to use batch control sheets
- Produce reports using computerised software

Level 2

- Create accounts using computerised software
- Edit details of records
- Process accounting transactions using computerised accounts
- Produce customer documentation using computerised accounts
- Produce supplier documentation using computerised accounts
- Select and print accounting reports for management purposes

Level 3

- Know how to set up master data on a computerised accounts software package
- Process accounting transactions on a computerised accounts software package
- Understand how to process adjustments
- Understand how to process period end adjustments
- Select and print accounting reports for management purposes

Method(s) of assessment

On demand written examination.

Please note this qualification replaces Computerised Accounts 8956.

Finance and Accounting 8892

IVQ NEW

Aim of the qualification

An opportunity for learners to achieve a qualification that offers a combined range of single subjects that suits their specific requirements and interests.

Available levels

Certificate, Diploma, Advanced Diploma

Syllabus areas

Certificate

Learners are required to complete two single subject qualifications from Group A and one from Group A or B.

Group A

- Level 1 Book-keeping and Accounts (8991)
- Level 1 Business Finance (8990)
- Level 1 Computerised Accounts (8989)

Group B

- Level 1 Business Studies (8954)
- Level 1 Customer Service (8992)
- Level 1 EBC (8959)
- B1 IESOL (8984)
- B1 ISESOL (8985)
- Essential Spreadsheet Techniques (8970)
OR Chinese Essential Spreadsheet Techniques (8977)

Diploma

Learners are required to complete two single subject qualifications from Group A and one from Group A or B. **Please note:** If a candidate has completed the Certificate in Finance and Accounting they do not have to choose the same subjects when completing the Diploma.

Group A

- Level 2 Book-keeping and Accounts (8991)
- Level 2 Business Finance (8990)
- Level 2 Computerised Accounts (8989)

Group B

- Level 2 Business Studies (8954)
- Level 2 Customer Service (8992)
- Level 2 EBC (8959)
- B2 IESOL (8984)
- B2 ISESOL (8985)
- Intermediate Spreadsheet Techniques (8970)
OR Chinese Intermediate Spreadsheet Techniques (8977)

Advanced Diploma

Learners are required to complete two single subject qualifications from Group A and one from Group A or B. **Please note:** If a candidate has completed the Certificate or Diploma in Finance and Accounting they do not have to choose the same subjects when completing the Advanced Diploma.

Group A

- Level 3 Accounting (8950)
- Level 3 Book-keeping and Accounts (8991)
- Level 3 Business Finance (8990)
- Level 3 Computerised Accounts (8989)

Group B

- Level 3 EBC (8959)
- Level 3 Customer Service (8992)
- C1 IESOL (8984)
- C1 ISESOL (8985)
- Advanced Spreadsheet Techniques (8970)

Method(s) of assessment

Based on the assessment requirements of each single subject qualification.

Please note this qualification replaces Diploma in Business Practice and Diploma in Office Administration.

Hairdressing and Beauty Therapy

Beauty Therapy 1123

IVQ

Aim of the qualification

These qualifications will help beauty therapists go from beginner to supervisory level, gaining up-to-date techniques and knowledge of the beauty therapy industry.

The first level provides an introduction to theory and practice for a person starting work in a salon.

The second level provides more practice involving a broader range of skills appropriate to a person who may be working independently, with little or no supervision.

The final level provides further expansion and development of skills appropriate to a person who may also be supervising others.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

Certificate

- Contribute to reception duties
- Contribute to the development of effective working relationships
- Support health and safety in the salon
- Skin testing prior to treatments
- Assist the therapist with treatments
- Observe technical services

Diploma

- Advise and consult with clients
- Enhance facial appearance using make-up techniques
- Improve facial skin condition
- Enhance the appearance of eyebrows and eyelashes
- Remove and lighten hair using temporary methods
- Improve the appearance and condition of nails and adjacent skin
- Fulfil salon reception duties
- Develop and maintain effective teamwork and relationships
- Support the health, safety and security of the salon environment

Advanced Diploma

- Maintain and improve services to the client
- Treat clients using body massage techniques
- Improve body condition using mechanical and electrical treatments
- Improve face and skin condition using electrical treatments
- Remove hair using diathermy, blend and galvanic epilation methods
- Change and maintain the appearance of nails using artificial nail techniques
- Contribute to the financial effectiveness of the business
- Contribute to the maintenance of health, safety and security in the salon
- Contribute to the planning and implementation of promotional activities
- Treat clients using aromatherapy body massage

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier

Beauty Therapy 6903

IVQ 24

Aim of the qualification

This qualification will help learners gain the knowledge and practical skills to find employment in the beauty sector. It also provides them with an awareness of the range of the jobs and work settings in the sectors.

There are three qualifications available at Diploma level:

- Beauty Therapy
- Beauty Consultancy
- Nail Technology

There are two qualifications available at Advanced Diploma level:

- Beauty Therapy
- Body Treatments

Available levels

Diploma and Advanced Diploma

Syllabus areas

Diploma

Beauty Therapy

- Working in beauty therapy
- Maintain health and safety in the salon
- Consult and advise clients on treatments
- Improve and maintain facial skin condition
- Remove hair using waxing techniques
- Provide manicure treatments
- Provide pedicure treatments

Beauty Consultancy

- Working in beauty therapy
- Maintain health and safety in the salon
- Consult and advise clients on treatments
- Provide skin care advice and make-up treatments
- Provide eyelash and eyebrow treatments
- Promote products and services to clients in a salon
- Plan and promote make-up activities

Nail Technology

- Working in the nail industry
- Maintain health and safety in the salon
- Consult and advise clients on nail treatments
- Provide manicure treatments
- Provide pedicure treatments
- Extend and maintain nails
- Provide nail art services
- Fulfil salon reception duties
- Display stock to promote sales in a salon
- Monitor and maintain levels of stock in a salon

Advanced Diploma

Beauty Therapy

- Working in beauty therapy
- Monitor and maintain health and safety in the salon
- Consult and advise clients on treatments
- Provide body massage
- Improve face and skin condition using electrotherapy
- Improve body condition using electrotherapy
- Provide electrical epilation treatments

Body Treatments

- Working in beauty therapy
- Monitor and maintain health and safety in the salon
- Consult and advise clients on treatments
- Provide body massage
- Improve body condition using electrotherapy
- Provide massage using pre-blended aromatherapy oils
- Provide Indian head massage

If learners are short of time or want to build their knowledge in a single area, they can also take shorter qualifications as follows:

Diploma

- Award in Working in the Beauty Industry
- Award in Working in the Nail Industry
- Award in Beauty Salon Reception
- Award in Skin Care and Make-up Treatments
- Award in Waxing Techniques
- Award in Facial Treatments
- Award in Eyelash and Eyebrow Treatments
- Award in Manicure
- Award in Pedicure
- Award in Nail Technologies
- Award in Nail Art

Advanced Diploma

Advanced Award in Working in the Professional Beauty Industry

Advanced Award in Working in the Professional Nail Industry

Advanced Award in Body Massage

Advanced Award in Electrical Epilation

Advanced Award in Aromatherapy Massage using Pre-Blended Oils

Advanced Award in Indian Head Massage

Advanced Award in Self Tanning

Advanced Award in UV Tanning

Advanced Award in Face and Skin Conditioning using Electrotherapy

Advanced Award in Artificial Nail Structures

Method(s) of assessment

Practical assignment containing written questions, research and report activities and practical observation.

Please note this qualification requires an External Verifier.

Please note this qualification requires centres to have GOLA approval.

Hairdressing 1122

IVQ

Aim of the qualification

These qualifications will help hairdressers go from beginner to supervisory level, gaining the up-to-date techniques and knowledge of the hairdressing industry.

The first level provides an introduction to theory and practice for a person starting work in a salon.

The second level provides more practice involving a broader range of skills appropriate to a person who may be working independently, with little or no supervision.

The final level provides further development of the hairdressing skills needed by an experienced stylist, who may also be supervising others.

Available levels

Certificate, Diploma and Advanced Diploma

Diploma and Advanced Diploma levels have an African Caribbean option.

Syllabus areas

Certificate

All hair types

- Shampoo, condition and dry hair
- Contribute to reception duties
- Contribute to the development of effective working relationships
- Support health and safety in the salon
- Observe technical services

All hair types except African Caribbean

- Contribute to the perming and colouring processes

African Caribbean only

- Contribute to the perming, relaxing and colouring processes

Diploma

All hair types

- Advise and consult with clients
- Shampoo and condition hair and scalp
- Fulfil salon reception duties
- Develop and maintain effective teamwork and relationships
- Support the health, safety and security of the salon environment
- Cut hair using basic techniques
- Style hair using drying and setting techniques
- Change hair colour using basic techniques

All hair types except African Caribbean

- Perm and neutralise hair

African Caribbean only

- Perm, relax and neutralise hair

Advanced Diploma

All hair types

- Maintain and improve services to the client
- Cut and re-style hair to achieve a variety of looks
- Colour hair using a variety of techniques
- Contribute to the financial effectiveness of the business

- Contribute to the maintenance of health, safety and security in the salon

- Design and create a range of images incorporating hairstyling techniques

- Contribute to the planning and implementation of promotional activities

- Perm hair using a variety of techniques

- Set and dress hair to achieve a variety of looks

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Hairdressing 6902

IVQ 24

Aim of the qualification

This qualification will provide learners with a broad background understanding of the hairdressing industry and the practical skills and knowledge required to work within it.

There are three qualifications available at each level:

Women's Hairdressing, Barbering and African Caribbean Women's Hairdressing

Available levels

Diploma and Advanced Diploma

Syllabus areas

Diploma

All hair types

- Working in hairdressing
- Maintain health and safety in the salon
- Client consultation for hairdressing services
- Shampoo and condition the hair and scalp

Women's Hairdressing

- Cut women's hair
- Style and dress women's hair
- Perm and neutralise hair
- Colour hair

Barbering

- Cut men's hair

- Dry hair to create finished looks for men

- Cut facial hair using basic techniques

African Caribbean Women's Hairdressing

- Cut African Caribbean women's hair

- Style and finish African Caribbean women's hair

- Perm and neutralise African Caribbean women's hair

- Relax African Caribbean women's hair

- Colour hair

Advanced Diploma

All hair types

- Working in hairdressing
- Monitor and maintain health and safety in the salon
- Consult with and advise the client on hairdressing services
- Promote products and services to clients in a salon

Women's Hairdressing

- Cut women's hair to create a variety of looks
- Style women's hair using a variety of techniques
- Colour hair to create a variety of looks

Barbering

- Cut men's hair to create a variety of looks
- Cut beards and moustaches to create a variety of looks

African Caribbean Women's Hairdressing

- Cut African Caribbean women's hair to create a variety of looks
- Style and finish African Caribbean women's hair using a variety of techniques
- Perm and neutralise African Caribbean women's hair to create a variety of looks
- Relax African Caribbean women's hair to create a variety of looks
- Colour hair to create a variety of looks

If learners are short of time or want to build their knowledge in a single area, they can also take shorter qualifications as follows:

Health and Safety

Diploma

Award in Hairdressing Salon Reception

Advanced Diploma

- Advanced Award in Working in the Professional Hairdressing Industry
- Advanced Award in Women’s Haircutting
- Advanced Award in Colouring Hair
- Advanced Award in Perming Hair
- Advanced Award in Styling Women’s Hair
- Advanced Award in Cutting Men’s Hair
- Advanced Award in Cutting Beards and Moustaches
- Advanced Award in Providing Face Massage
- Advanced Award in Providing Professional Shaving Services
- Advanced Award in Cutting African Caribbean Women’s Hair
- Advanced Award in Perming and Neutralising African Caribbean Women’s Hair
- Advanced Award in Relaxing African Caribbean Women’s Hair
- Advanced Award in Styling and Finishing African Caribbean Women’s Hair

Method(s) of assessment

Practical assignment containing written questions, research and report activities and practical observation.

Please note this qualification requires an External Verifier.

Please note this qualification requires centres to have GOLA approval.

Skills Certificate in Health and Safety 1100

IVQ

Aim of the qualification

This qualification provides a broad introduction to the theory and practical side of health and safety for a person in training or a work environment.

Available level

Certificate

Syllabus areas

- Understanding health and safety
- Using safe working practices
- Developing health and safety procedures

Method(s) of assessment

Practical assessment.

Health Care

Health Care 8629

IVQ NEW

Aim of the qualification

The IVQ in Health Care aims to support the learning needs of individuals who work or aim to work as care workers in the health care sector, give opportunities for gaining individual units which are relevant to their current role and allow individuals to learn, develop and practise the skills required for employment and/or career progression in the health sector.

Available levels

Diploma, Specialist Diploma

Syllabus areas

Diploma

- Developing own knowledge and practice in a care setting
- Rights, responsibilities and protection in care
- Communicating with and completing records for individuals in a care setting
- Understanding health and safety practice in a care setting

Specialist Diploma

The IVQ Specialist Diploma in Health Care will be awarded to candidates who successfully complete all the units in the Diploma and four of the following units.

- Supporting individuals to meet their personal daily living needs
- Supporting the physical and emotional comfort of individuals
- Supporting individuals with activities
- Promoting, maintaining and understanding mobility
- Working in collaboration with informal carers

Method(s) of assessment

Assignment.

Please note this qualification requires an External Verifier.

Hospitality and Catering

Accommodation Operations and Services 7068

IVQ

Aim of the qualification

This qualification is for people in training or already employed in the accommodation and hospitality industry. It will develop the knowledge and skills required through progressive levels, from initial training in accommodation functions to supervision of the operations and services involved.

The first level provides a broad introduction to the theory and practical sides of accommodation operations and services for a front-line worker.

The next level provides a broader range of skills for a person who may also have some supervisory responsibilities.

The final level is appropriate for a person preparing for or working in first-level management.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

The areas common to all levels that will be covered are:

- Security practices
- Customer care
- Personal skills
- Safety at work
- Fire prevention

And then at each level:

Certificate

- Cleaning procedures
- Organisation of cleaning
- Design, decor and furnishings
- Care of textiles

Diploma

- Types of accommodation service
- Planning and organising the housekeeping service
- Principles of design, decor and furnishings
- Control in the accommodation environment

Advanced Diploma

- Range of accommodation service
- Staffing the service
- Quality control
- Financial control
- Design aspects

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Barista Skills 7102

NEW

Aim of the qualification

The International Award in Barista Skills provides candidates with the skills to enable them to carry out their role as a barista in a variety of locations. It provides knowledge on the products that make up the beverage, along with the techniques to correctly handle and store them. A range of beverages are covered including coffee, hot chocolate, tea and smoothies. Learners will understand how to operate equipment safely, how to keep the equipment clean and in good working order and will be taught specific skills in the preparation, presentation and serving of beverages, all to ensure the learner is able to create 'the best beverage experience'.

Available levels

Level 2

Syllabus areas

- Demonstrate product knowledge
- Clean and check equipment
- Display drink building techniques
- Serve customers

Method of assessment

Practical assignment containing written questions and practical observation.

Please note this qualification requires an External Verifier.

Food and Beverage Service 7066

IVQ

Aim of the qualification

This qualification allows individuals to learn, develop and practise the skills required for employment and/or career progression in the food and beverage service industry. It's appropriate for everyone from new entrants through to those with supervisory responsibilities.

The first level provides a broad introduction to the theory and practical sides of food service, giving the necessary knowledge and practical experience to operate as a front-line worker in a typical service outlet.

The next level provides a broader range of skills for a person who may also have some supervisory responsibilities.

The final level develops specific skills for a person preparing for or working in first-level management.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

Certificate

- Safety at work
- Hygiene at work
- Security at work
- Personal skills
- Menu knowledge
- General billing procedures
- Pre-service procedures
- Provide a table service
- Provide a beverage service

Diploma

- Safety at work
- Hygiene at work
- Security at work
- Personal skills and attributes
- Customer care
- Product knowledge
- Billing and checking procedures
- General pre-service procedures
- Provide a table service
- Provide a silver service
- Provide a counter service
- Provide a carvery service or buffet service
- Provide other styles of table service
- Provide a table drinks service

Advanced Diploma

- Safe and hygienic working practices
- Customer services
- Planning, organisation and evaluation of work
- Cash and cash equivalents control
- Sales development
- Resources development
- Provision and training of personnel
- Cleaning programmes, furnishing and decorative order
- Guéridon and flambé service
- Wine service provision
- Cocktail service provision

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Food Preparation and Culinary Arts 7065

IVQ

Aim of the qualification

This qualification is intended for people in training or already employed in the hospitality and catering industry and will develop the knowledge and skills required through a series of progressive levels, from initial food preparation training to culinary arts and supervisory responsibilities. The qualification has been designed to allow for cuisine and techniques from a wide range of cultures to the theory and practical sides of food preparation, giving the necessary knowledge and practical experience to operate as a front-line worker in a kitchen environment.

The next level provides a broader range of skills for a person who may also have some supervisory responsibilities in a kitchen environment.

The final level develops specific skills for a person preparing for or working in first-level management.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

Certificate in Food Preparation and Cooking

- Safety at work
- Food safety at work
- Food preparation methods
- Cost control operations
- Storage and care of materials
- Nutrition at work
- Cooking methods: boiling
- Cooking methods: poaching
- Cooking methods: stewing
- Cooking methods: steaming
- Cooking methods: braising
- Cooking methods: deep frying
- Cooking methods: shallow frying
- Cooking methods: baking

- Cooking methods: roasting
- Cooking methods: grilling
- Cooking methods: microwave cooking
- Cold food preparations
- Basic pastry techniques

Diploma in Food Preparation and Cooking (Culinary Arts)

- Safety at work
- Food safety
- Kitchen maintenance and design
- Budgeting, costing and control
- Nutrition and dietetics
- Menu planning
- Preparation, cooking and service: meat and poultry dishes
- Preparation, cooking and service: fish and shellfish dishes
- Preparation, cooking and service: stocks, sauces and soups
- Preparation, cooking and service: pulse and vegetable dishes
- Preparation, cooking and service: pastry dishes
- Preparation, cooking and service: farinaceous, pasta and rice dishes
- Preparation, cooking and service: cold presentation dishes
- Preparation, cooking and service: egg dishes and savouries

Diploma in Patisserie

- Safety at work
- Hygiene at work
- Kitchen maintenance and design
- Budgets, costings and control
- Prepare and bake paste based products and desserts
- Prepare and bake cakes and sponges
- Prepare meringue based products and desserts
- Prepare gelatine set desserts
- Prepare egg set desserts
- Prepare and bake chemically aerated products
- Prepare and cook fruit based desserts

- Prepare simple frozen desserts
- Prepare and bake fermented products
- Prepare and use creams, fillings and glazes
- Prepare hot and cold sauces
- Prepare and use decorative mediums

Advanced Diploma in Culinary Arts

- Food safety operations and supervision
- Staff organisation in the kitchen and ancillary areas
- Product development and presentation
- Cultural dimensions of food
- Costing, budgets and control
- Materials management
- Production systems, planning and organisation
- Quality assurance of products and services
- Menu policy and planning
- Training and team development

Cuisine Studies only

- Cuisine studies: advanced techniques

Patisserie Studies only

- Patisserie studies: advanced techniques

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Reception Operations and Services 7067

IVQ

IT 7267

IVQ NEW

Aim of the qualification

This qualification is intended for people in training or already employed in a front office/reception area of an accommodation or catering establishment. It will develop the knowledge and skills required through progressive levels, from training in general reception procedures to supervising the overall operation and accompanying services of reception/front office.

The first level provides a broad introduction to the theory and practical sides of reception work, giving the necessary knowledge and practical experience to operate as a front-line worker.

The next level provides a broader range of skills appropriate for a person operating as a front-line worker with some supervisory responsibilities in a kitchen environment.

The final level develops specific skills for a person preparing for or working in first-level management.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

- Security practices
- Customer care
- Personal presentation
- Safe practices
- Fire prevention
- General reception procedures
- General front office procedures
- Advance reservation procedures
- Guest accounting procedures
- Selling and marketing techniques

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Aim of the qualification

This qualification covers both User (training for those people who use a computer at work or in their studies) and Practitioner (training in installing, maintaining, supporting, and developing computer systems).

IT Users – For those who need to improve their skills in using a computer – eg word processing, using the internet, creating presentation software, using databases, developing websites.

Systems Support – For those wanting to develop their careers in supporting and developing IT systems, from basic customer support to advanced network management.

Software Developer – For those wanting to improve skills in programming, software design, analysis and testing.

Available levels

Certificate, Diploma, Advanced Diploma

Syllabus areas

IT User

Certificate for IT Users

To achieve full certification, learners must complete three units, comprising one core and two optional units.

Core

- IT principles
- or
- Word processing techniques

Optional

- Producing simple word processed documents
- Producing simple spreadsheets
- Producing simple databases
- Using the Internet for finding and sending information
- Creating simple presentations
- Sending and receiving email
- Working with desktop publishing applications
- Creating simple web pages
- Creating presentations using word processing, spreadsheets and presentation software
- Using ICT to communicate
- Dismantle, assemble, install and maintain a desktop computing system
- Fundamentals of computing systems and customer care
- Word processing techniques
- Spreadsheet processing techniques
- Practical data processing
- Desktop publishing
- Computerised accounts
- Using Email and the Internet

Diploma for IT Users

To achieve full certification, learners must complete three units, comprising one core and two optional units.

Core

- IT principles
- or

- Word processing techniques

Optional

- Using word processing software to adapt and merge documents
- Designing and creating spreadsheets
- Designing and creating databases
- Using the Internet for finding, selecting and sending information
- Designing and creating presentations
- Designing and creating multi-page documents using desktop publishing software

- Combining word processing, spreadsheet and database applications to present information
- Designing and creating multimedia presentations
- Electronic communication using Outlook
- Combining applications to create and design presentations
- Using digital imaging to create and design presentations
- Creating combined presentation design using ICT
- Designing and creating multi-page website
- Word processing techniques
- Spreadsheet processing techniques
- Practical data processing
- Desktop publishing
- Computerised accounts
- Using Email and the Internet
- Visual presentations

Advanced Diploma for IT Users

To achieve full certification for the IVQ Advanced Diploma for IT Users, learners must complete three units, comprising one core and two optional units.

Core

- IT principles
- or

- Word processing techniques

Optional

- Designing and producing documents and templates
- Designing and producing spreadsheets to analyse information
- Designing and creating advanced layouts using desktop publishing software
- Integrating applications to create advanced presentations
- Designing and creating advanced websites
- Designing and creating relational databases
- Word processing techniques
- Spreadsheet processing techniques
- Computerised accounts

Systems Support

Certificate in Systems Support

To achieve full certification, learners must complete two core units, 102 and 111.

Core

- Dismantle, assemble, install and maintain a desktop computing system
- Fundamentals of computing systems and customer care

Diploma in Systems Support

To achieve full certification, learners must complete four units, comprising one core and three optional units.

Core

- Customer support provision

Optional

- Maintain ICT equipment and systems
- Install and configure ICT equipment and operating systems
- Install, configure and maintain software
- Testing ICT systems
- ICT systems monitoring and operation
- ICT repair centre procedure
- Install, configure and test ICT Networks
- Create automated procedures for ICT operating systems

Advanced Diploma in Systems Support

To achieve full certification, learners must complete five units, comprising one core and four optional units.

Core

- IT principles
- or

- Word processing techniques
- Customer support provision
- or
- Requirements analysis and systems specification

Optional

- Plan for the delivery of ICT support services and assist in the acquisition of ICT systems
- Install, configure and integrate networked hardware and software
- Install, configure and upgrade ICT software
- Testing ICT systems
- ICT systems and network management
- ICT repair centre procedures
- Develop ICT technical documentation and procedures
- Principles of planning telecommunications services
- Maintain ICT equipment and systems
- Implementing an ICT systems security policy
- Design and maintain ICT networks software components

Software Developers

Diploma for Software Developers

To achieve full certification, learners must complete two units, comprising one core and one optional unit.

Core

- IT principles
- or

- Word processing techniques
- Create designs and test software components

Optional

- Designing and creating multi-page web sites
- Create software components using C++
- Create software components using COBOL
- Create software components using Visual Basic
- Create software components using Java
- Create software components using C#
- Create software components using Visual Basic.net

Advanced Diploma for Software Developers

To achieve full certification, learners must complete three units, comprising two core and one optional unit.

Core

- IT principles
- or
- Word processing techniques
- Develop designs and test software components
- Requirements analysis and systems specification

Optional

- Designing and creating advanced web sites
- Designing and creating relational databases
- Develop software using C++
- Develop software using COBOL
- Develop software using Visual Basic
- Develop software using Java
- Develop software using Visual Basic.net
- Develop software using C#
- Develop software using SQL (Structured Query Language)

Method(s) of assessment

A range of assessment methods are available including: online test, paper test, practical assignment and single subject. The method of assessment may vary depending on the learner and units selected.

Please note this qualification requires an External Verifier.

Note: If centres opt to offer the online test GOLA approval is required.

Please note this qualification replaces Applied Information Technology 7235, E-Equals 7261, Information Technology 7262.

Practical Data Processing 8966

Aim of the qualification

This qualification is appropriate for those seeking a first qualification in the use of database software. Learners must demonstrate practical skills in the use of standard data processing software to produce accurate and well-presented documents.

Available levels

Elementary and Intermediate.

Syllabus areas

Elementary

- Preparing a database for use
- Adding new records from a range of source documents
- Amending fields
- Selecting records
- Printing documents

Intermediate

- Appraise a situation, including customer and user queries, requests and source documents, to identify information needs, data requirements and data processing activities.
- Set up a database to meet information needs by constructing a suitable record structure and entering data
- Save a database file
- Amend and delete records
- Select records
- Sort records with reference to a specified field, either alphabetically or numerically
- Print records in an appropriate layout

Method(s) of assessment

On demand practical assessment.

Spreadsheet Processing Techniques 8970

Aim of the qualification

This qualification enables learners to bring together information in a consistent form using equations to consolidate large amounts of data. It is for learners who need to develop spreadsheet processing skills, as well as professionals who use spreadsheets and want to extend and gain recognition for their skills.

The first level is useful for students in secondary education, other young people seeking employment, and adults wishing to update their skills.

The next level caters for learners seeking employment as administrative assistants.

The final level is aimed at learners seeking employment where a high level of skill in spreadsheet processing is required whilst working independently.

Available levels

Essential, Intermediate and Advanced

Syllabus areas

Essential

- Planning and organising work
- Page layout
- Preparing the system for use
- Creating, saving and retrieving spreadsheets
- Precedence or order of calculation in arithmetical formulae
- Recognising errors
- Operating printers
- Closing down the system
- Security and legal issues

Intermediate

- Page layout
- Handling files
- Working with large spreadsheets
- Representing data graphically
- Preparing to print spreadsheets

Advanced

- Finding files
- Using online help
- Working with multiple worksheets
- Using advanced techniques
- Analysing and testing data
- Exporting and importing data in different file formats
- Printing spreadsheets

Method(s) of assessment

On demand practical assessment.

Text Production Skills 8971

Aim of the qualification

The aim of this examination is to test the learner in a combination of keyboarding accuracy, presentation and rate of production of straightforward material using any type of keyboard. It is aimed at learners wishing to demonstrate an ability to produce text by means of a keyboard.

Available levels

Level 2

Syllabus areas

- Produce text effectively from handwritten and type written drafts
- Proofread for accuracy and layout
- Correct text
- Plan layout

Method(s) of assessment

On demand practical assessment.

Visual Presentations 8974

Aim of the qualification

This qualification equips learners with the practical skills and ability to use visual presentation software. It is suitable for learners who need to prepare and edit presentations using both text and graphics presentational software to a given specification and professional standard. Learners should have a good command of the English language and be able to work with limited supervision.

Available levels

Intermediate

Syllabus areas

- Using presentation software
- Creating a presentation style
- Creating and linking slides
- Changing views
- Printing
- Editing and saving presentations

Method(s) of assessment

On demand practical assessment.

Word Processing Techniques 8975

Aim of the qualification

This qualification equips learners with the practical skills in the use of word processing software to produce accurate and well presented documents.

The Essential level targets learners seeking a first qualification in word processing.

The Intermediate level is for those with a good knowledge of the English language, office systems and displaying business documents, who are aiming for employment as word-processor operators with limited supervision.

For the Advanced level, learners should be capable of using the full range of word processing functions, working without supervision and showing initiative in interpreting tasks.

Learners should have a good knowledge of English, numerical skills and current business practice, and be able to carry out non-routine tasks unsupervised.

Available levels

Essential, Intermediate and Advanced.

Syllabus areas

Essential

- Creating new documents
- Entering and editing text
- Changing text format
- Tabs and justification
- Proofreading
- Printing documents

Intermediate

- Creating and editing documents
- Moving and copying text
- Creating tables
- Creating borders
- Pagination
- Adjusting margins
- Landscaping documents
- Proofreading and correcting documents
- Printing documents

Advanced

- Creating and editing documents
- Importing graphics
- Editing tables
- Style consistency
- Line drawing
- Numbering paragraphs
- Leader dots
- Indents
- Creating headers and footers
- Creating a data file of variable data
- Merging data
- Proofreading and correcting documents
- Printing documents

Method(s) of assessment

On demand practical assessment.

Media

Sound and Music Technology 7503

24

Aim of the qualification

This qualification is for learners who work or want to work in the music technology and sound engineering industries and will help them learn, develop and practise the skills required for employment and/or career progression. Learners can choose from a range of units in order to specialise in different areas.

Available levels

Levels 1, 2 and 3

Syllabus areas

Level 1

- Follow safe working practices in music and sound industries
- Occupational roles and employment in music and sound industries
- Basic equipment connections for music and sound industries
- MIDI sequencing and software
- Sound recording skills
- Digital sound editing
- MIDI and audio techniques

Level 2

Mandatory units

- Employment opportunities, roles and responsibilities in music and sound industries
- Studio routing and wiring for music and sound industries
- Mixing and recording consoles
- Microphones and direct inject (DI) techniques
- Equalisation for music and sound industries
- Dynamics and effects equipment for music and sound industries

Optional units (six required)

- Music Instrument Digital Interface (MIDI)
- Sampling and synthesis technology for music and sound industries
- Acoustics and monitoring for music and sound industries
- Development of studio recording equipment
- Audio analysis for sound engineers
- Session management for sound engineers
- Music technology for hardware and software
- Composing with MIDI-based music technology
- MIDI operations
- Studio sound synchronisation (film clips)
- Studio sound synchronisation (computer games)
- Web-based sound and music technology
- Acoustics and sounds reinforcement systems
- DJ technology and sound equipment
- Soldering and wiring for music and sound industries (maintenance)
- Audio electronics for music and sound industries (maintenance)

Level 3

Diploma in Music Technology and Sound Production

Mandatory units

- Professional development for music and sound industries
- Multi track recording and mixing
- Audio connectivity and interface techniques
- Audio mix automation and control surfaces

Optional units (Nine Level 2 units plus eight of the following)

- Tape and tape-less editing
- Stereo microphone techniques
- Composition skills for music and sound industries
- Software sound manipulation
- Surround sound film audio
- Live sound and performance technology
- Digital broadcast and network media
- Audio mastering and restoration
- Sound studio facility design
- Advanced audio electronics

Diploma in Music Technology and Sound Engineering

As for Diploma in Music Technology and Sound Production excluding Level 2 units, six Level 3 optional units required.

Diploma in Sound and Music Technology

As for Diploma in Music Technology and Sound Production excluding Level 2 units, four Level 3 optional units required.

Diploma in Sound Engineering

Mandatory units

- Professional development for music and sound industries
- Multi-track recording and mixing
- Audio connectivity and interface techniques
- Audio mix automation and control surfaces
- Stereo microphone techniques

Optional units (one required)

- Tape and tape-less editing
- Audio mastering and restoration

If learners are short of time or want to build their knowledge in a single area, they can also take shorter qualifications as follows:

- Certificate in Sound and Music Technology
- Certificate in Multi-Track Recording and Microphone Techniques
- Certificate in Multi-Track Recording and Composition
- Certificate in Multi-Track Recording and Automation
- Certificate in Digital Broadcast and Composition
- Certificate in Audio Mastering, Restoration and Editing
- Certificate in Software Sound Manipulation and Composition
- Certificate in Advanced Audio Electronics and Connectivity
- Certificate in Multi-Track Recording and Mixing
- Certificate in Sound and Music Composition
- Certificate in Live Sound and Performance Technology
- Certificate in Surround Sound and Film
- Certificate in Sound Facility Design

Method(s) of assessment

Online test and practical assignment.

Please note this qualification requires centres to have GOLA approval.

Please note this qualification requires an External Verifier.

Please note this qualification replaces the 1829 VRQ in Sound Engineering.

Media Techniques 7501

24

Aim of the qualification

This qualification will help learners to develop the skills needed in the media industry, including print, radio, television and video production industries. Learners can choose from a range of units in order to specialise in different areas.

Available levels

Level 3

Syllabus areas

Diploma in Media Techniques (Radio Journalism)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- Radio journalism techniques

Optional units

- Radio studio production
- Commercial radio production
- Radio station operations
- Freelance employment techniques
- Sound recording techniques
- Internet broadcasting techniques
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Diploma in Media Techniques (Print Journalism)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- Print journalism techniques

Optional units

- Freelance employment techniques
- Print layout techniques
- Photojournalism techniques
- Digital image manipulation techniques
- Web journalism techniques
- Commercial publication techniques
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes

Diploma in Media Techniques (TV Journalism)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- TV journalism techniques

Optional units

- TV studio production
- Commercial video production
- TV station operations
- Freelance employment techniques
- Sound recording techniques
- Digital image manipulation techniques
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Diploma in Media Techniques (Broadcast Journalism)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- TV journalism techniques
- Radio journalism techniques

Optional units

- Radio studio production
- TV studio production
- Internet broadcasting techniques
- Freelance employment techniques
- Web journalism techniques
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Diploma in Media Techniques (Radio and Print Journalism)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- Radio journalism techniques
- Print journalism techniques

Optional units

- Radio studio production
- Freelance employment techniques
- Print layout techniques
- Photojournalism techniques
- Web journalism techniques
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes

Diploma in Media Techniques (TV and Print Journalism)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- TV journalism techniques
- Print journalism techniques

Optional units

- TV studio production
- Freelance employment techniques
- Print layout techniques
- Web journalism techniques
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Diploma in Media Techniques (Radio Studio Production)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- Radio journalism techniques
- Radio studio production

Optional units

- Commercial radio production
- Radio station operations
- Freelance employment techniques
- Sound recording techniques
- Internet broadcasting techniques
- Interactive web techniques
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Diploma in Media Techniques (TV Studio Production)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- TV journalism techniques
- TV studio production

Optional units

- Commercial video production
- TV station operations
- Freelance employment techniques
- Sound recording techniques
- Set design for film and TV
- Lighting for film and TV
- Character make-up for film and TV

Diploma in Media Techniques (Video Production)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information
- Video production techniques

Optional units

- Commercial video production
- Freelance employment techniques
- Sound recording techniques
- Set design for film and TV
- Lighting for film and TV
- Character make-up for film and TV
- Digital image manipulation techniques
- Animation techniques
- Short film production
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Diploma in Media Techniques (General)

Mandatory units

- Media industries: organisation, regulation and practice
- Research and record information

Optional units

- Radio journalism techniques
- TV journalism techniques
- Print journalism techniques
- Video production techniques
- Radio studio production
- TV studio production
- Commercial radio production
- Commercial video production
- Radio station operations
- TV station operations
- Freelance employment techniques
- Sound recording techniques
- Internet broadcasting techniques
- Set design for film and TV
- Lighting for film and TV
- Character make-up for film and TV
- Print layout techniques
- Photo-journalism techniques
- Digital image manipulation techniques
- Web journalism techniques
- Animation techniques
- Interactive web techniques
- Commercial publication techniques
- Short film production
- Local government structure and processes
- Central government structure and processes
- Essential court structure and processes
- Storytelling for broadcast
- Understanding broadcast audiences
- Digital broadcast network media

Method(s) of assessment

Practical assignment.

Please note this qualification requires centres to have GOLA approval.

Please note this qualification requires an External Verifier.

Aim of the qualification

The qualification focuses on the development of the underlying principles and practical skills required in the Oil and Gas industry. The qualification is designed to deliver a high level of occupational capability and provide a sound foundation for progression.

Available Levels

Advanced Diploma

Syllabus areas

Advanced Diploma in Oil and Gas – Mechanical Maintenance Technician

- Handing over processes, plant and equipment
- Restoring the workplace after completing the maintenance procedures of plant and equipment
- Minimising and reducing risks to life, property and the environment at work
- Operating safely at work, minimising risks and complying with emergency procedures
- Participating in activities to develop effective working relationships
- Arranging and preparing the workplace for the maintenance of plant and equipment
- Performing maintenance procedures on mechanical plant and equipment
- Assessing and dealing with defects and variations in mechanical plant and equipment
- Identifying and analysing the causes of defects in mechanical plant and equipment
- Arranging equipment in preparation for mechanical engineering activities
- Preparing materials for the maintenance of mechanical plant and equipment
- Modifying mechanical plant and equipment to meet operational requirements
- Removing components from mechanical plant and equipment

- Replacing components in mechanical plant and equipment
- Establishing the viability of repairing components from mechanical plant and equipment
- Understanding and analysing detailed mechanical information from technical sources
- Obtaining information from mechanical engineering drawings and specifications
- Analysing and recommending improvements to maintenance procedures for mechanical plant and equipment
- Verifying that mechanical engineering processes have been completed to required specifications
- Examining the performance and state of mechanical plant and equipment
- Monitoring the performance and state of mechanical plant and equipment
- Assessing the performance and state of mechanical plant and equipment
- Examining mechanical plant and equipment

Advanced Diploma in Oil and Gas – Electrical Maintenance Technician

- Handing over processes, plant and equipment
- Restoring the workplace after completing the maintenance procedures of plant and equipment
- Minimising and reducing risks to life, property and the environment at work
- Operating safely at work, minimising risks and complying with emergency procedures
- Participating in activities to develop effective working relationships
- Arranging and preparing the workplace for the maintenance of plant and equipment
- Performing maintenance procedures on electrical plant and equipment
- Assessing and dealing with defects and variations in electrical plant and equipment

- Identifying and analysing the causes of defects in electrical plant and equipment
- Arranging equipment in preparation for electrical engineering activities
- Preparing materials for the maintenance of electrical plant and equipment
- Modifying electrical plant and equipment to meet operational requirements
- Removing components from electrical plant and equipment
- Replacing components in electrical plant and equipment
- Establishing the viability of repairing components from electrical plant and equipment
- Understanding and analysing detailed electrical information from technical resources
- Obtaining information from engineering diagrams and specifications
- Analysing and recommending improvements to maintenance procedures for electrical plant and equipment
- Verifying that electrical engineering processes have been completed to required specifications
- Examining the performance and state of electrical plant and equipment
- Monitoring the performance and state of electrical plant and equipment
- Assessing the performance and state of electrical plant and equipment
- Examining electrical plant and equipment

Advanced Diploma in Oil and Gas – Instrumentation Maintenance Technician

- Handing over processes, plant and equipment
- Restoring the workplace after completing the maintenance procedures of plant and equipment
- Minimising and reducing risks to life, property and the environment at work
- Operating safely at work, minimising risks and complying with emergency procedures
- Participating in activities to develop effective working relationships
- Arranging and preparing the workplace for the maintenance of plant and equipment
- Performing maintenance procedures on instrumentation and control plant and equipment
- Assessing and dealing with defects and variations in instrumentation and control plant equipment
- Identifying and analysing the causes of defects in instrumentation and control plant equipment
- Arranging equipment in preparation for instrumentation and control engineering activities
- Preparing materials for the maintenance of instrumentation and control plant equipment
- Modifying instrumentation and control plant equipment to meet operational requirements
- Removing components from instrumentation and control plant equipment
- Replacing components in instrumentation and control plant equipment
- Establishing the viability of repairing components from instrumentation and control plant equipment
- Understanding and analysing detailed instrumentation and control information from technical resources
- Obtaining information from instrumentation and control engineering diagrams and specifications
- Analysing and recommending improvements to maintenance procedures for instrumentation and control plant equipment
- Verifying that instrumentation and control engineering processes have been completed to the required specifications

Processing and Manufacturing

- Examining the performance and state of instrumentation and control plant equipment
- Monitoring the performance and state of instrumentation and control plant equipment
- Assessing the performance and state of instrumentation and control plant equipment
- Examining instrumentation and control plant equipment

Advanced Diploma in Oil and Gas – Process Technician

- Setting up systems for start up
- Functioning, operating and checking integrated systems
- Organising integrated systems for shutdown
- Isolating and restoring plant equipment
- Checking and upholding health and safety processes
- Managing emergencies and critical circumstances
- Developing, sustaining and improving productive working relationships

Method(s) of assessment

Assessment is by practical task as well as written and oral knowledge questions.

Please note this qualification requires an External Verifier.

Process Technology 0603

24

Aim of the qualification

This qualification is suitable for people working across a wide range of process industries, such as chemical processing, metal production, petroleum operations and pharmaceutical operations.

Available levels Levels 2 and 3

There are four routes under Level 2 and five routes under Level 3 in this qualification. Learners must follow one of the routes under each level. Successful learners will receive a certificate endorsed with their chosen routes:

Syllabus areas Level 2

Core units

- Process science
- Calculations
- Health and safety and environment issues
- Communications/IT

Certificate in Process Technology – Chemical process

Core units plus:

- Process chemistry
- Process plant and process plant services

Optional units

- Processing solids
- Processing fluids
- Principles of laboratory analysis
- Special process
- Instrumentation, measurement and control

Certificate in Process Technology – Metal production

Core units plus:

- Metals processing

Optional units

- Iron making and basic oxygen steel making
- Electric ark steel making, refining and casting
- Primary working in the steel industry
- Finishing working processes
- Foundry working processes

- Process control, inspecting and testing of metal production
- Metallurgy of iron and steel production
- Testing and properties of metals and alloys
- Coating and surface treatment of metals
- Non-ferrous metals and alloys
- Process plant and process plant services
- Instrumentation, measurement and control

Certificate in Process Technology – Petroleum operations

Core units plus:

- Process plant and process plant services
- Chemistry for petroleum operations
- Petroleum technology

Optional units

- Processing fluids
- Principles of laboratory analysis
- Special process
- Instrumentation, measurement and control

Certificate in Process Technology – Open

Core units plus:

- Process plant and process plant services
- Special processes

Optional units

- Principles of laboratory analysis
- Instrumentation, measurement and control
- Using PLC based systems

Level 3

Core units

- Mathematics for industry
- Communications and information technology

Certificate in Process Technology – Chemical process

Core units plus:

- Process chemistry
- Heat transfer and fluid flow

Optional units

- Steam generation and distribution
- Distillation in the process industries
- Evaporation in the process industries
- Crystallisation in the process industries
- Mixing and blended of solids and fluids
- Water for industry
- Process control and fault diagnosis
- Compressors and compression technology
- Drying in the process industries
- Separation of insoluble solids from liquids
- Size reduction in the process industries
- Gas treatment in the process industries
- Process quality
- Sampling and laboratory analysis
- Special processes

Certificate in Process Technology – Metal production

Core units plus:

- Metals processing

Optional units

- Iron making and basic oxygen steel making
- Electric ark steel making, refining and casting
- Primary working in the steel industry
- Finishing working processes
- High technology processing of metals
- Metallurgy of iron and steel production
- Metallurgy of ferrous metals and alloys
- Metallurgy of non-ferrous metals and alloys
- Corrosion and heat resistant materials
- Process control (metals)
- Effective working relationships

Certificate in Process Technology – Petroleum operations

Core units plus:

- Process chemistry
- Heat transfer and fluid flow
- Petroleum technology

Retailing

Retailing 1121

IVQ

Aim of the qualification

This qualification is for people in training or employment in retail.

The first level provides a broad introduction to the theory and practical sides of retailing for a person working in a store selling goods to customers.

The next level provides more practice involving a broader range of skills appropriate to a person who may also supervise other people.

The final level develops specific skills, appropriate to a person preparing for or working in first-level management.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

Certificate

- Customer contact
- Product knowledge and handling
- Handling money
- Product display
- Security
- Rights and responsibilities (safety)

Diploma

- Customer contact
- Product knowledge and handling
- Handling customer payments
- Product display
- Stock control and security
- Health, safety and law
- Communication and information technology

Advanced Diploma

- Product displays, availability and quality
- Develop and maintain customer service
- Improving retail operations
- Planning, organising and evaluating work
- Health, safety and security
- Sales skills
- Evaluate and monitor customer payments
- Communications and information technology

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Security

Certificate in Close Protection 1903

24

Aim of the qualification

The aim of this qualification is to provide assurance that a bodyguard has the essential knowledge required to do their job effectively. It will be used to confirm the knowledge and understanding of existing employees enabling employers to carry out top-up training where necessary.

Available levels

Level 3

Syllabus areas

- Assess level of threats and risks to principals
- Plan and prepare to minimise threat and risk to principals
- Liaise and communicate with principals and others
- Establish and maintain secure environments
- Maintain the safety and security of principals whilst mobile
- Respond to medical crises
- Respond to conflict

Method(s) of assessment

Online test and practical assessment.

Please note this qualification requires centres to have GOLA approval.

Conflict Management 1884

24

Aim of the qualification

The aim of this qualification is to develop the learner's knowledge and skills so they can assess their work environment and reduce the risk of being subjected to violence, deal effectively with conflict and aggression and learn from an incident of work-related violence.

Available levels

Level 2

Syllabus areas

- Assess and reduce the risk of violence in the work environment
- Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation
- Identify post incident support and report the circumstances to provide information for personal and organisational learning.

Method(s) of assessment

Online test.

Please note this qualification requires centres to have GOLA approval.

Certificate for Security Guards 1902

24

Aim of the qualification

The aim of this qualification is to develop the learner's knowledge so that they can assess their work environment and reduce the risk to people, property and premises by providing effective security and dealing with incidents in accordance with agreed procedures. It also provides the learner with a basic understanding of how to deal effectively with workplace violence.

Available levels

Level 2

Skills Foundation and Proficiency Awards

Syllabus areas

- The roles and responsibilities of Security Guards
- Conflict management for Security Guards

Method(s) of assessment

Written exam or online test.

Note: If centres opt to offer the online test GOLLA approval is required.

Security Personnel 1887

NEW

Aim of the qualification

This qualification provides essential knowledge and practical skills for people undertaking primary security roles, such as patrolling and access control. It is aimed primarily at people who are already employed in the industry, but can be used as an initial training course for people who are not employed provided that these people can have access to real work environments and experience.

Available levels

Level 2

Syllabus areas

- Roles and responsibilities of Security Personnel
- Key activities of Security Personnel
- Responsibilities of Security Personnel for health and safety and dealing with emergencies
- Communication and customer care for Security Personnel

Method(s) of assessment

Practical assignment containing written questions and practical observation.

Please note this qualification requires an External Verifier.

Skills Foundation Awards 3528

Aim of the qualification

The Skills Foundation Awards provide practical skills to enable learners to undertake certain jobs at a very basic entry point.

Available levels

Skills Foundation

Syllabus areas

The single unit provides a very basic introduction to health and safety, tools, materials and applications/techniques for the following routes:

- Wood Trades
- Trowel Trades
- Painting and Decorating
- Plumbing
- Refrigeration and Air Conditioning
- Electrical Installation
- Motor Vehicle Engineering
- Engineering Skills
- Electronic Engineering
- Two Wheeler Repair
- IT for Office Applications
- Food Preparation
- Housekeeping Services
- Aluminium Fitting
- Food and Beverage Service

Method(s) of assessment

Practical activities and oral questions.

Please note this qualification requires an External Verifier.

Note: Some availability restrictions apply; please contact your local City & Guilds office for further information.

Skills Proficiency Awards 3529

Aim of the qualification

The Skills Proficiency Awards build on the skills acquired from the Skills Foundation Awards. They also offer the opportunity of formal recognition of practical skills for people already working in various occupational areas but with no formal qualifications.

Available levels

Skills Proficiency

Syllabus areas

The single unit provides a basic introduction to health and safety, tools, materials and applications/techniques for the following routes:

- Wood Trades
- Trowel Trades
- Painting and Decorating
- Plumbing
- Refrigeration and Air Conditioning
- Electrical Installation
- Motor Vehicle Engineering
- Electrical Engineering
- Metal Machining
- Plant Maintenance
- Fabrication, Welding and Pipework
- Electronic Engineering
- Two Wheeler Repair
- IT for Office Applications
- Food Preparation
- Housekeeping Services
- Food and Beverage Service
- Aluminium Fitting
- Ducting Fabrication

Method(s) of assessment

Practical activities and oral questions.

Please note this qualification requires an External Verifier.

Note: Some availability restrictions apply; please contact your local City & Guilds office for further information.

Spectator Safety

Spectator Safety 6850

NEW

Aim of the qualification

The aim of these qualifications is to allow candidates to learn, develop and practise the skills required for employment and/or career progression in the spectator event stewarding sector.

Available levels

Level 2, Level 3

Syllabus areas

International Award in Spectator Safety

- Identify the roles of a spectator safety steward
- Work effectively with others
- Assist with the preparation for spectator events
- Enable the movement of spectators
- Handle potential conflicts

International Award in Supervising Spectator Safety

- Describe the safety requirements for events
- Develop effective working relationships
- Prepare for spectator events
- Control movement of spectators
- Manage potential conflicts

Method(s) of assessment

Practical assignment containing written questions and practical observation.

Please note this qualification requires an External Verifier.

Telecommunications

Telecommunication Systems 2730 **IVQ** 24

Aim of the qualification

These qualifications are suitable for learners who are seeking a career as a technician in the telecommunications industry, those who want to become supervisors or senior technicians, or those who want to work in ICT management.

The first level provides an introduction to the broad range of existing and emerging technologies that are fundamental to local and global telecommunications systems. It is suitable for a frontline worker or a person beginning an academic training qualification.

The next level combines the study of current telecommunications and computer networks. It is suitable for someone who has already learned the basic skills and who now wants to learn a broader range of skills and who may have to supervise others, or is preparing for higher education.

The final level develops specialised technical skills while developing learners' abilities to relate to colleagues in diverse, interdependent units. It takes these skills to the level appropriate for a person working in first-level management or for someone who wants specialised training at a high level.

This qualification offers two routes at each level:

- Theory: covers the underpinning knowledge
- Applied: consists of practical assignments and underpinning knowledge

Available levels

Technician Certificate, Technician Diploma, Technician Advanced Diploma

Syllabus areas

Technician Certificate

- Fundamentals of electronic communication (principles and practice)
- Communications systems and digital networks (principles and practice)
- Telecommunications systems (practice)

Technician Diploma

- Fundamentals of electronic communication (principles and practice)
- Communications systems and digital networks (principles and practice)
- Telecommunications systems (practice)
- Radio systems (principles and practice)
- Programming principles (principles and practice)

Optional unit

- Advanced mathematics

Advanced Technician Diploma

- Telecommunications project
- Advanced telecommunications systems
- Advanced radio systems (principles and practice)
- Software engineering (principles and practice)

Optional unit

- Advanced mathematics

Method(s) of assessment

Written exam or online test and practical assignment

Please note this qualification requires an External Verifier.

Note: If centres opt to offer the online test GOLLA approval is required.

Full Technological Diploma

The Full Technological Diploma (FTD) is available to those who successfully complete the Technician Diploma and Advanced Technician Diploma. See page 79 for details.

Travel and Tourism

International Tourism 4867

IVQ

Aim of the qualification

This qualification is designed for those in training or already employed in a service outlet. The qualification reflects both the international nature of the tourism industry and the local activities that are essential to meet customer needs.

The first level provides a broad introduction to the theoretical and practical aspects of tourism for a frontline employee.

The next level provides a broader range of skills appropriate to a person who may also have some supervisory responsibilities.

The final level is appropriate for a person preparing for higher education or working in first-level management.

Available levels

Certificate, Diploma and Advanced Diploma

Syllabus areas

Certificate

- The tourism industry
- Tourism geography
- Customer service
- Presentation of tourism products and services
- Marketing
- Developing a visitor attraction
- Reservations and ticketing within travel and tourism

Diploma

- The development of the tourism industry
- International tourism geography
- Customer services operations
- People development
- Business systems
- Marketing operations
- Developing a local tourism destination
- Related tourism services

Advanced Diploma

- The tourism industry – social and economic factors
- Managing people
- Strategic customer service
- Financial control
- Marketing tourism
- Managing operations and information

Method(s) of assessment

Written examination and practical assessment.

Please note this qualification requires an External Verifier.

Higher levels

The Engineering Council Examination 9107

Aim of the qualification

If you're an engineer and you want to meet the academic standard for Chartered Engineer (CEng) registration then these flexible examinations could be the ideal way for you to do it. We conduct these examinations on behalf of the Engineering Council UK and they are designed to suit those who cannot pursue an accredited degree.

The structure allows you to study at your own pace and to take as few or as many papers as you wish each year: there is no time limit for the completion of any of the component routes.

Available levels

The Engineering Council Certificate (Level 5), The Engineering Council Graduate Diploma (Level 6), The Engineering Council Postgraduate Diploma (Level 7)

What the qualification covers

The Engineering Council Certificate

To be eligible to take the Certificate you need two A levels (or a comparable qualification) in mathematics, engineering or science subjects.

You need to pass six of the available subjects. Four are compulsory; the other two from a list of options.

Compulsory

- Mathematical techniques for engineering applications
- Properties of engineering materials
- The principles of engineering science
- Engineering perspectives and skills

Optional

- Thermodynamic, Fluid and Process engineering
- Mechanical and structural engineering
- Electrical and electronic engineering
- Software and information systems engineering
- The Engineering Council Graduate Diploma

To take the Diploma you need to have completed the Engineering Council Certificate or a comparable qualification in an engineering discipline.

You need to pass five technical subjects and a compulsory project. Below is a selection of the available subjects.

- Applied thermodynamics
- The analysis of the mechanics of fluids
- Hydraulics and hydrology
- Properties of materials for engineering applications
- Mechanics of solids
- The analysis of engineering structures
- The design of engineering structures
- Geotechnical engineering
- The analysis and design of electric circuits and fields
- Electrical machines and drives
- Electrical energy systems
- Electronic systems engineering
- Telecommunication systems engineering
- Advanced mathematical techniques for engineering applications
- Dynamics of mechanical systems
- Control systems engineering
- Individual project

The Engineering Council Postgraduate Diploma

This level is comparable to MEng standard, and if you want to gain Chartered Engineer status in the UK then this is where you need to be aiming. To take this exam, you need to hold the Engineering Council Graduate Diploma or a BEng (Hons) degree accredited by a professional UK institution, or, in special cases, have been exempted by a professional institution licensed by the Engineering Council UK.

You must take the compulsory unit plus one optional unit and two units which have not been previously taken from the Graduate Diploma and a compulsory project.

Compulsory

- Advanced engineering analysis
- Group project

Optional

- The analysis of compressible fluid flow
- Computational mechanics using finite element method
- Advanced telecommunications systems engineering
- The technology of advanced manufacturing processes
- High performance computer systems engineering

How you are assessed

Dated written examination, project reports.

Full Technological Diploma (FTD)

The Full Technological Diploma (FTD) is available to those whose current job role is of a supervisory nature and who successfully complete the Technician Diploma and Advanced Technician Diploma in one of the following qualifications:

- 2565 Technician Awards in Engineering
- 2730 Telecommunication Systems
- 3905 Motor Vehicle Engineering
- 6165 Technician Awards in the Construction industry
- 7235 Applied Information Technology
- 8030 (2000) Technician Awards in Electrical and Electronic Engineering

To be eligible for the Full Technological Diploma learners must provide:

- 1 a portfolio of evidence covering at least two years' work experience including:
 - a summary of work experience at a supervisory level appropriate to the advanced diploma syllabus
 - letters from each of the learner's previous employers confirming the learner's evidence of work experience
 - a Curriculum Vitae (CV)
 - any other information which the learner considers relevant
- 2 a fee for application of £75 covering the administration and issuing of the learner's new certificate which must accompany the application
- 3 a completed FTD application form, available at www.cityandguilds.com/international

All FTD applications and queries should be sent to:

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1 Giltspur Street,
London EC1A 9DD
T +44 (0) 20 7294 2789
F +44 (0) 20 7294 2404
E archiveservices@cityandguilds.com

Higher Level Qualifications (HLQs)

City & Guilds Higher Level Qualifications (HLQs) provide a real choice for individuals who want both the vocational expertise and academic focus that can lead them to the top of their profession.

The suite of HLQs comprises Higher Professional Diplomas and Master Professional Diplomas.

The qualifications consist of outcomes-based units, covering core, specialised, and key management areas, which are assessed by means of written assignment. The programmes are designed to allow a flexible approach to learning and development to suit particular requirements of the individual.

The **Higher Professional Diplomas** are available in the following areas:

- Business Administration
- Community Development
- Construction
- Counselling
- Creative Arts
- Engineering
- Health and Well-being
- Hospitality and Catering
- Information Management Using ICT
- IT Practitioners
- Land Based Management
- Learning Disability Services
- Photo Imaging
- Retail Management
- Technical Salon Management
- Sport and Recreation Management
- Travel and Tourism

The **Master Professional Diplomas** are available in the following areas:

- Construction
- Hospitality and Catering
- Sport and Recreation Management
- Education and Training
- Strategy and Development

For information on these and other HLQs please contact:

T +44 (0) 20 7294 8136

F +44 (0) 20 7294 2416

E senior@cityandguilds.com

Senior Awards

We also have a range of Senior Awards designed to recognise experience and achievement at supervisory and management levels. International centres may be eligible to offer these awards as a delegated authority, more details can be found at

www.cityandguilds.com/seniorawards

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We look forward to hearing from you.

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