# Level 1/2/3 Award in Business Finance (8990)



**Qualification handbook** 

500/4376/6 – Level 1 500/4377/8 – Level 2 500/4306/7 – Level 3

www.cityandguilds.com May 2009 Version 2.0

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# Level 1/2/3 Award in Business Finance (8990)



## **Qualification handbook**

www.cityandguilds.com May 2009 Version 2.0

Qualification title	Number	Ofqual ref.
Level 1 Award in Business Finance	8990-01	500/4376/6
Level 2 Award in Business Finance	8990-02	500/4377/8
Level 3 Award in Business Finance	8990-02	500/4306/7

## City & Guilds

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## City & Guilds

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## 1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification titles and levels	City & Guilds qualification numbers	Ofqual accreditation numbers
Level 1 Award in Business Finance	8990-01	500/4376/6
Level 2 Award in Business Finance	8990-02	500/4377/8
Level 3 Award in Business Finance	8990-03	500/4306/7

The Level 1/2/3 Award in Business Finance (8990) aims to:

The aims of these qualifications are to:

- meet the needs of candidates who work or want to work in job roles such as:
  - o Accounts Assistant
  - o Accounting Technician
  - o Office Administrator
  - o Clerical Assistant
  - o Manager (non financial roles)
  - o Team Leader
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the business sector.
- contribute to the knowledge and understanding of the related Level 2 and 3 NVQ in Accounting (qualification number 7421), and the Level 4 Accounting National Occupational Standards whilst containing additional skills and knowledge which go beyond the scope of the NOS. See the NVQ Relationship mapping in 6.1 for further details.

#### Target group

At level 1 the qualification is designed for people seeking to obtain a qualification and a foundation on which to develop their skills. It will also provide learners with skills suitable for the completion of business tasks either within an office environment or as part of trade, craft and other types of business.

At level 2 the qualification is designed for people with a basic qualification in numeracy seeking to focus skills on the provision of support information for supervisory level and first level management in a wide range of organisations. The syllabus is also suitable for those in first level management who wish to enhance their understanding of routine tasks of budgeting, costing, performance measurement and credit control, common to his level of authority and responsibility in organisations. This qualification may also be used as a basis for further education in accounting, management accounting and management.

At level 3 the qualification is designed for people with an understanding of basic costing, budgeting and performance measurement who wish t develop their analytic abilities to assist and advise management in monitoring and control, decision making and problem solving. It is also suitable for first-line non-financial managers wishing to develop their understanding of business finance as well as those who wish to specialise in cost and management accounting or as a basis for higher level education in accounting, management accounting and management.

#### 1.1 Qualification structure

The diagram below illustrates the unit titles, the credit value of each unit and the title of the qualifications which will be awarded to candidates successfully completing the required combinations of units and/or credits. It also shows any excluded combination of units

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
500/4376/6	Unit 001	Level 1 Award in Business Finance	Mandatory	3	30
500/4377/8	Unit 002	Level 2 Award in Business Finance	Mandatory	4	30
500/4306/7	Unit 003	Level 3 Award in Business Finance	Mandatory	8	60

#### 1.2 Opportunities for progression

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

#### **Progression**

The qualifications provide knowledge related to the City & Guilds Level 2 and 3 NVQ in Accounting.

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

- City & Guilds Level 1-3 Award in Computerised Accounts
- City & Guilds Level 1-3 Award Book-keeping and Accounts
- City & Guilds Level 2 and 3 NVQ in Accounting
- Apprenticeship/Advanced Apprenticeship in Accounting

#### 1.3 Qualification support materials

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

Description	How to access
Sample test papers	www.cityandguilds.com
Examination Support Guide	www.cityandguilds.com
Promotional materials	www.cityandguilds.com

## 2 Centre requirements

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

#### Centres already offering City & Guilds qualifications in this subject area

Existing centres wishing to offer this qualification will **not** need to gain qualification approval for these qualifications.

#### 2.1 Resource requirements

#### **Human resources**

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

- be occupationally knowledgeable in the area Business Finance for which they are delivering training. This knowledge must be at least to the same level as the training being delivered
- have credible experience of providing training.

Centre staff may undertake more than one role, eg Specialist Tutor and Invigilator, but the Specialist Tutor must never be the sole invigilator.

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

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

#### 2.2 Candidate entry requirements

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

There are no formal entry requirements for candidates undertaking these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

#### Age restrictions

There are no age limits attached to candidates undertaking the qualifications unless this is a legal requirement of the process or the environment.

#### 3 Units

#### **Availability of units**

The units for these qualifications follow.

#### **Structure of units**

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

- City & Guilds reference number
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Level: 1

Credit value: 3

#### **Unit aims**

The aim of the qualification is to enable the 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.

#### **Learning outcomes**

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

- 1. apply numerical skills to business transactions
- 2. prepare and interpret business information
- 3. apply numerical skills to financial activities

#### **Guided learning hours**

It is recommended that **30** hours should be allocated for this unit. This may be on a full-time or part-time basis.

**Details of the relationship between the unit and relevant national occupational standards**This unit is linked to the Level 2 NVQ in Accounting

#### Endorsement of the unit by a sector or other appropriate body (if required)

This unit is endorsed by the Financial Services Skills Council (FSSC).

#### **Key Skills**

This unit contributes towards the Key Skills in the following areas:

- Communication
- Application of Number

#### Assessment and grading

This unit will be assessed by a one hour question paper, which will be externally marked.

The examination paper will take the format in section A of short answer questions testing numerical knowledge and skills and in section B pro-formas for completion including graphs, charts, tables and business documents testing application of understanding. All learning outcomes will be tested in every examination paper although details will vary between papers.

## Outcome 1 Apply numerical skills to business transactions

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 1.1 identify and record numbers of any size accurately in words and figures
- 1.2 add, subtract, multiply and divide figures accurately with a calculator and answer to two decimal places
- 1.3 round numbers to whole numbers and to one and two decimal places
- 1.4 calculate and use fractions, percentages, proportions and ratios
- 1.5 calculate averages

- 1.2 Calculations may be in different contexts i.e. time (24 hour, 12 hour, time differences), speed, distance and units of measurement.
- 1.5 Averages in terms of mean, median and mode.

## Outcome 2 Prepare and interpret business information

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 2.1 prepare financial information in graphical form
- 2.2 interpret financial information, including graphs and extracts from reference material

- 2.1 Line graphs, bar charts and pie charts
- 2.2 Type of information: tables and charts, price lists

## Outcome 3 Apply numerical skills to financial activities

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 3.1 calculate prices and price extensions
- 3.2 calculate trade discount
- 3.3 calculate sales tax
- 3.4 calculate quantities and money values of materials, labour costs and expenses
- 3.5 prepare orders and estimates
- 3.6 calculate payroll costs
- 3.7 prepare cash analysis for payroll
- 3.8 convert between different currencies to given rates
- 3.9 make basic calculations associated with income, expenditure, investment and borrowing

#### **Guidance notes**

- 3.1 3.5 Calculations in the context of orders, job costs and estimates.
- 3.3 Knowledge of particular sales tax regulation is not required. Tax rates will be specified in the assessments.
- 3.6 Payroll costs include gross pay, net pay, overtime, bonus time and piece rate.

Knowledge of specific bonus schemes is not required.

Knowledge of tax and deduction tables is not required.

3.9 Includes simple interest and charges

Level: 2

Credit value: 4

#### **Unit aims**

The aim of the level 2 qualification is to enable learners to have 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.

#### **Learning outcomes**

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

- 1. know how to prepare business budgets
- 2. understand budget deviations and variances
- 3. know how a business may maintain liquidity
- 4. prepare costing information for business
- 5. record stock movements in a business
- 6. understand principles of credit control
- 7. understand how to use business performance indicators

#### **Guided learning hours**

It is recommended that **30** hours should be allocated for this unit. This may be on a full-time or part-time basis.

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

This unit is linked to the Level 2 and 3 NVQ in Accounting and Level 4 FSSC National Occupational Standards in Accounting.

#### **Endorsement of the unit by a sector or other appropriate body (if required)**

This unit is endorsed by the Financial Services Skills Council (FSSC).

#### **Key Skills**

This unit contributes towards the Key Skills in the following areas:

- Communication
- Application of Number

#### Assessment and grading

This unit will be assessed by a one hour thirty minute question paper, which will be externally marked.

The examination paper consists of a number of practical tasks, all of which should be completed by the learner but the order in which they are undertaken will not be specified. Pro-formas will be provided for the completion of graphs, charts, tables and business documents testing application of understanding. All learning outcomes will be tested in every examination paper although details will vary between papers.

## Outcome 1 Know how to prepare business budgets

#### **Assessment Criteria**

Underpinning knowledge

#### The learner can:

- 1.1 calculate increases and decreases in quantities and money value of materials
- 1.2 calculate increases and decreases in hours, wage rates and labour costs
- 1.3 calculate increases and decreases in expenses
- 1.4 calculate increases and decreases in amounts and money value of income
- 1.5 make allowance for the timing of receipts and payments arising from credit transactions
- 1.6 prepare sales, production, materials, labour, expenses and cash budgets

#### **Guidance notes**

1.1-1.4 Increases and decreases may be measured in terms of a given percentage or fraction.

## Outcome 2 Understand budget deviations and variances

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 2.1 identify variances (deviation) between actual outcomes and budget information
- 2.2 calculate variances (deviation) between actual and budget data

#### **Guidance notes**

2.1-2.2 Emphasis is on significant favourable and adverse variances.

Outcome 3 Know how a business may maintain liquidity

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

3.1 identify how a business may maintain a level of liquidity in accordance with cash budgets and forecasts

#### **Guidance notes**

3.1 Invest surplus funds, obtain loans and obtain overdrafts.

## Outcome 4 Prepare costing information for business

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 4.1 identify fixed, variable, direct and indirect costs
- 4.2 extract data about income and expenditure from given information
- 4.3 prepare estimates and job costs
- 4.4 check estimates and job for accuracy

#### **Guidance notes**

4.3 Calculations may include mark-up.

## Outcome 5 Record stock movements in a business

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

5.1 apply stock valuation methods to record the movement in stock

5.2 calculate cost information

#### **Guidance notes**

5.1-5.2 Using First In, First Out (FIFO), Last In, First Out (LIFO) and Weighted Average Cost (AVCO) perpetual method.

## Outcome 6 Understand principles of credit control

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 6.1 explain the benefits and risks of providing credit
- 6.2 calculate credit prices and compare them with cash prices
- 6.3 use an age analysis of debtors to determine appropriate action in accordance with given policies and circumstances
- 6.4 calculate average periods of credit given
- 6.5 calculate bad and doubtful debts

- 6.4 Calculations should be of time periods.
- 6.5 Calculations of amounts and percentages.

## Outcome 7 Understand how to use business performance indicators

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 7.1 extract and organise information into appropriate form from data provided
- 7.2 calculate performance indicators
- 7.3 prepare information about financial and non-financial performance in graphical format
- 7.4 compare performance indicators with benchmarking information

- 7.1 Data may be listed in tables or graphical format
- 7.2 Measuring customer growth, satisfaction, quality of service, efficiency, effectiveness and productivity.
  - Indicators may be in any numerical form including whole numbers, fractions, percentages and in financial units.
- 7.3 Line graphs, bar charts and pie charts
- 7.4 Benchmarking information may be from trends in the same organisation over time, comparative organisation or collected industry relevant data.

Level: 3

Credit value: 8

#### **Unit aims**

The aim of the qualification is to enable learners to have an understanding of numerical and financial information used by management to monitor and control, take decisions and solve problems within organisations and an ability to undertake analysis of that information.

#### **Learning outcomes**

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

- 1. know how to allocate, apportion and absorb overhead costs in a business
- 2. analyse variances in standard costing
- 3. know how to prepare and use management accounting information for short-term decision making
- 4. know how to prepare management accounting information for long-term decision making and planning

#### **Guided learning hours**

It is recommended that **60** hours should be allocated for this unit. This may be on a full-time or part-time basis.

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

This unit is linked to the Level 3 NVQ in Accounting and Level 4 FSSC National Occupational Standards in Accounting.

#### Endorsement of the unit by a sector or other appropriate body (if required)

This unit is endorsed by the Financial Services Skills Council (FSSC)

#### **Key Skills**

This unit contributes towards the Key Skills in the following areas:

- Communication
- Application of Number

#### Assessment and grading

This unit will be assessed by a two hour 30 minute question paper, which will be externally marked.

The examination paper consist of a number of practical tasks, all of which should be completed by the learner but the order in which they are undertaken will not be specified. Pro-formas will be provided for completion including graphs, charts, tables and business documents testing application of understanding. All aspects of the syllabus will be tested in every examination paper although details will vary between papers.

Outcome 1 Know how to allocate, apportion and absorb overhead costs in a business

#### **Assessment Criteria**

Underpinning knowledge

#### The learner can:

- 1.1 differentiate between fixed, variable and semi-variable overhead costs
- 1.2 attribute overhead costs to production and service cost centres
- 1.3 calculate overhead absorption rates using labour hour and machine hour methods
- 1.4 make correct adjustments for under or over-recovery of overhead costs

- 1.2 Overheads can be attributed using direct and step down allocation and apportionment.
- 1.4 Calculations and/or descriptions of impact under or over-absorption.

## Outcome 2 Analyse variances in standard costing

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 2.1 calculate variances for material price and usage
- 2.2 calculate variances for labour rate and efficiency
- 2.3 compare actual and standard costs using variance analysis
- 2.4 recommend appropriate action based on variance analysis

- 2.3 Material and labour costs.
- 2.4 Recommendations may be communicated in appropriate form as required: reports, memoranda and financial statements.

#### Outcome 3

Know how to prepare and use management accounting information for short-term decision making

#### **Assessment Criteria**

Underpinning knowledge

The learner can:

- 3.1 explain and compare managerial accounting techniques used to support short-term decision making
- 3.2 prepare estimates of future income and costs
- 3.3 calculate contribution
- 3.4 prepare and analyse marginal costing statements

- 3.1 Techniques: absorption costing, marginal costing, break-even analysis; including contribution and margin of safety; limiting factor.
- 3.2 Estimates in numerical and graphical form including break-even analysis and margin of safety.
- 3.4 Statements and analysis can be in the form of graphs, charts and tables.

#### Outcome 4

Know how to prepare management accounting information for long-term decision making and planning

#### **Assessment Criteria**

Underpinning knowledge

#### The learner can:

- 4.1 explain the management accounting techniques of payback period and net present value
- 4.2 calculate the payback of a capital project
- 4.3 calculate the net present value of a capital project
- 4.4 compare and evaluate capital projects
- 4.5 make recommendations based on the evaluation of capital projects

- 4.1 In the context of business investment appraisal
- 4.5 Recommendations can be communicated in appropriate form: reports, memoranda and financial statements.

#### 4 Assessment

## 4.1 Summary of assessment requirements

For each of these qualifications, candidates will be required to complete one externally set and marked test. This will consist of practical tasks.

City & Guilds provides the following assessments:

Level/Unit No.	Title	Assessment Method	Where to obtain assessment materials
Level 1/001	Business Finance	Externally set and marked test available on demand	Order via the Walled Garden
Level 2/002	Business Finance	Externally set and marked test available on demand	Order via the Walled Garden
Level 3/003	Business Finance	Externally set and marked test available on demand	Order via the Walled Garden

#### **Time constraints**

Examinations

Level 1 - 1 hour

Level 2 - 1 hour 30 minutes

Level 3 - 2 hours 30 minutes

#### **Grading and marking**

Assessments will be graded Pass or First Class Pass

Detailed marking and grading criteria are provided within the Examination Support Guide.

Assessments are externally marked and graded.

Candidates who fail the examination receive feedback on the main areas for further development ie Performance Codes. These Performance Codes are outlined in the examination support guide.

#### Sample assessments

Sample assessments are available on the City and Guilds website. There are also additional sample materials within the Examination Support Guide.

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

#### Links to other qualifications and frameworks

City & Guilds has identified the connections to the Accounting NOS and Level 2 and 3 NVQ in Accounting (7421) on the NQF. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It **does not** imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

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

These qualifications have connections to the

- Level 2 NVQ in Accounting
- Level 3 NVQ in Accounting

### **Level 1 Award in Business Finance**

## Relationship to the NVQ units

Learning Outcomes	NVQ Units
1. Apply numerical skills to business transactions	N/A
2. Prepare and interpret business information	204
3. Apply numeracy skills to financial activities	201, 202, 204

#### **Level 2 Award in Business Finance**

#### Relationship to the NVQ units

Learning Outcomes	NVQ Units
1. Know how to prepare business budgets	FSSC unit 9 FSSC unit 15
2. Understand budget deviations and variances	FSSC unit 9
3. Know how a business may maintain liquidity	FSSC unit 15
4. Prepare costing information for business	204
5. Record stock movements in a business	204, 306
6. Understand the principles of credit control	FSSC unit 15
7. Understand how to use business performance indicators	FSSC unit 8

FSSC unit 8 - Contributing to the Management of Performance and the Enhancement of Values

FSSC unit 9 - Contributing to the Planning and Control of Resources

FSSC unit 15 - Operating a Cash Management and Credit Control System

#### **Level 3 Award in Business Finance**

## Relationship to the NVQ units

Learning Outcomes	NVQ Units
1. Know how to allocate, apportion and absorb overhead costs in a business	306
2. Analyse variances in standard costing	FSSC unit 8
3. Know how to prepare and use management accounting information for short-term decision making	306
4. Know how to prepare management accounting information for long-term decision making and planning	306

FSSC unit 8 - Contributing to the Management of Performance and the Enhancement of Values

## Key skills (England)

These qualifications include opportunities to develop and practise many of the underlying skills and techniques described in Part A of the standard for each key skills qualification. Where candidates are working towards any key skills alongside these qualifications they will need to be registered with City & Guilds for the key skills qualifications.

It should not be assumed that candidates will necessarily be competent in, or able to produce evidence for, the key skills at the same level as these qualifications.

The 'signposts' below identify the **potential** for key skills portfolio evidence gathering that can be naturally incorporated into the completion of each unit. Any key skills evidence needs to be separately assessed and must meet the relevant standard defined in the QCA document 'Key skills qualifications standards and guidance'.

Business Finance	Communication	Application of Number
Level 1 (001)	1.2, 1.3	1.1, 1.2 a,b,c,
Level 2 (002)	1.2, 1.3	1.3, 2.1, 2.2, 2.3 a,b,c,
Level 3 (003)	1.2, 1.3	2.4, 3.2, 3.3, 3.4 a,b,d, 3.5

## **Appendix 2** Sources of general information

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

**Centre Guide – Delivering International Qualifications** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

**Providing City & Guilds qualifications – a guide to centre and qualification approval** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

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

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

#### Walled Garden

Find out how to register and certificate candidates on line

#### • Qualifications and Credit Framework (QCF)

Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs

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#### **Useful contacts**

Туре	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul> <li>Exam entries</li> <li>Registrations/enrolment</li> <li>Certificates</li> <li>Invoices</li> <li>Missing or late exam materials</li> <li>Nominal roll reports</li> <li>Results</li> </ul>
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul> <li>Exam entries</li> <li>Results</li> <li>Certification</li> <li>Missing or late exam materials</li> <li>Incorrect exam papers</li> <li>Forms request (BB, results entry)</li> <li>Exam date and time change</li> </ul>
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul> <li>Results</li> <li>Entries</li> <li>Enrolments</li> <li>Invoices</li> <li>Missing or late exam materials</li> <li>Nominal roll reports</li> </ul>
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul> <li>Re-issue of password or username</li> <li>Technical problems</li> <li>Entries</li> <li>Results</li> <li>GOLA</li> <li>Navigation</li> <li>User/menu option problems</li> </ul>
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul> <li>Employer solutions</li> <li>Mapping</li> <li>Accreditation</li> <li>Development Skills</li> <li>Consultancy</li> </ul>
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul> <li>Logbooks</li> <li>Centre documents</li> <li>Forms</li> <li>Free literature</li> </ul>

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