Level 1 & 2 Award in Office Procedures (8993)

Qualification handbook for centres

Level 1 – 500/7411/8
Level 2 – 500/7531/7

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management, which provides management qualifications, learning materials and membership services), City & Guilds NPTC (which offers land-based qualifications and membership services), City & Guilds HAB (the Hospitality Awarding Body), and City & Guilds Centre for Skills Development. City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (which can be found on the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800   **www.cityandguilds.com**
F +44 (0)20 7294 2400   **centresupport@cityandguilds.com**

Level 1 & 2 Award in Office Procedures (8993)

Qualification handbook for centres

City & Guilds
Skills for a brighter future

www.cityandguilds.com

Contents

City & Guilds
Skills for a brighter future

City&
Guilds

www.cityandguilds.com

1 Introduction to the qualification

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

Qualification title and levels	Level 1 Award in Office Procedures	Level 2 Award in Office Procedures
City & Guilds qualification number	8993-001	8993-002
Ofqual accreditation numbers	500/7411/8	500/7531/7

The Office Procedures qualification is available at levels 1 and 2. These are free-standing single subject qualifications with their own certification. These qualifications enable candidates to demonstrate their understanding of the procedures that are in place in a modern office.

1.1 Qualification structure

To achieve the Level 1 Award in 8993 Office Procedures, learners must achieve 5 credits from the mandatory unit.

To achieve the Level 2 Award in 8993 Office Procedures, learners must achieve 7 credits from the mandatory unit.

The diagram below illustrates the unit titles, the credit value of each unit and the title of the qualification which will be awarded to candidates successfully completing the required unit and/or credits.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
A/600/3783	Unit 001	Level 1 Office Procedures	Mandatory	5
J/600/3785	Unit 002	Level 2 Office Procedures	Mandatory	7

1.2 Opportunities for progression

Office Procedures levels 1 and 2 provide a foundation for progression onto further Business Administration qualifications. Learners can progress onto the level 2/3 Certificates in Business Administration or the level 1 or level 2 N/SVQs in Business and Administration. Please refer to the progression chart provided in appendix 1.

1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for this qualification:

Description	How to access
Sample test papers	www.cityandguilds.com
Examination Support Guide	www.cityandguilds.com
Examination reports	www.cityandguilds.com
Performance codes	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 of Office Procedures 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 qualification[s] unless this is a legal requirement of the process or the environment.

3 Units

Availability of units

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.

Unit 001   Level 1 Office Procedures

Level: 1

Credit value: 5

Unit aim

The aim of the unit is to demonstrate the candidates ability and knowledge of carrying out general office work, communications, office systems and the use if office equipment

Learning outcomes

There are **five** learning outcomes to this unit. The learner will be able to:
1. know the functions of an office and how to work there safely
2. be able to use business communication techniques
3. know the systems and procedures in use in an office
4. understand methods of storing and classifying information
5. know about the range of equipment that supports the office.

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 (if appropriate)

This unit is linked to the National Occupational Standards in Business and Administration.

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

This unit is endorsed by the Council for Administration.

Assessment and grading

This unit will be assessed by:
an externally set and externally marked written examination.

Unit 001 Level 1 Office Procedures

Outcome 1 know the functions of an office and how to work there safely

Assessment Criteria

The learner can:
1. Describe the different functions of an office.
2. Describe the roles of office staff.
3. Describe health and safety procedures relevant to working in an office.

Assessment Criteria Explained

For criteria 1

The functions include:

- Receiving incoming and sending outgoing communication in the form of electronic mail, letters, forms, telephone, fax and courier.
- Sorting and processing information, manually and with the help of machines. Communicating information i.e. verbally, in writing and by technological means.
- Recording and storing information for future reference

For criteria 2

The candidate should be able to state the roles and basic duties and responsibilities of clerical, secretarial, reception and administrative support staff.

For criteria 3

The candidate should be able to state the safety procedures for dealing with emergencies eg accidents, fires and safe working practices to maintain a safe and healthy working environment.

The candidate should also be able to identify potential hazards and explain how hazards and risks can be avoided and describe the standard procedures for reporting them.

Unit 001   Level 1 Office Procedures

Outcome 2   be able to use business communication techniques

Assessment Criteria

The learner can:

1. Describe oral communication techniques for a business environment
2. Describe written communication techniques for a business environment
3. Identify ways of safeguarding information and maintaining confidentiality.

Assessment Criteria Explained

For criteria 1

The candidate should be able to describe telephone communication skills. eg the use of answering machines, and the communication skills required by reception staff.

For criteria 2

The candidate should be able to compose simple written communications eg letters, memos and electronic mail, and design and complete telephone message forms.

For criteria 3

The candidate should be able to state ways of keeping both electronic and written information confidential and safe from loss.

Unit 001   Level 1 Office Procedures

Outcome 3   know the systems and procedures in use in an office

Assessment Criteria
The learner can:
1. Describe procedures for dealing with incoming or outgoing mail
2. Outline simple stock control procedures
3. Describe procedures for the purchase and sale of goods in business
4. Describe the operation of a petty cash system.

Assessment Criteria Explained
For criteria 1
Describe systems for opening, distributing and circulating incoming mail and for preparing and despatching outgoing mail.

For criteria 2
The candidate should be able to describe procedures for the ordering, storing and issuing of office stationery and supplies and be able to complete stock requisitions and stock control cards.

For criteria 3
The candidate should be able to identify the principal documents used in the purchase and sale of goods eg orders, delivery note, invoices etc. and describe their flow in a business transaction.

They should be able to complete orders and invoices from information provided, which may include simple calculations and percentages, and differentiate between trade and cash discounts.

For criteria 4
The candidate should be able to complete a petty cash account and petty cash vouchers.

Unit 001   Level 1 Office Procedures

Outcome 4   understand methods of storing and classifying information

Assessment Criteria

The learner can:
1. Describe the methods of filing classification
2. State the basic rules for operating an efficient filing system
3. Describe the different methods of storage.

Assessment Criteria Explained

For criteria 1

Candidate should be able to identify the principal classification systems, understand their use and the advantages and disadvantages of each. The classification systems include: alphabetical, numerical, subject, geographical and chronological.

For criteria 2

The candidate should be able to place a selection of given items in the requested filing classification and outline the need to operate absence /out-guide and cross-referencing systems, including the design and completion of suitable cross reference cards.

For criteria 3

Distinguish between vertical and lateral filing methods and methods of filing and record-keeping using computers (electronic filing).

Unit 001   Level 1 Office Procedures

Outcome 5   know about the range of equipment that supports the office.

Assessment Criteria

The learner can:
1. Describe the use and routine maintenance of computers.
2. Identify the use of reprographical support equipment.
3. Describe equipment used in the mailroom

Assessment Criteria Explained

For criteria 1

The candidate should be able to describe the care and routine maintenance of computers and peripheral equipment and identify removable storage media, the different computer hardware and software packages and their uses.

For criteria 2

Outline different functions and features that photocopiers may have and methods of producing good copies, avoiding waste and achieving economy. Candidates should also be able to identify the range of support equipment eg collators, joggers and binders.

For criteria 3

Identify and describe equipment used in the mail room eg letter-opening, date and time stamping, addressing, labelling, sealing, weighing, franking, folding and inserting.

Unit 002 Level 2 Office Procedures

Level: 2

Credit value: 7

Unit aim

The aim of the unit is to demonstrate the candidate's knowledge, understanding and application of a broad range of skills and responsibilities associated with office and secretarial procedures.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will be able to:
1. understand the structure and functions within organisations
2. understand the use of business communication techniques
3. know the various equipment and services that support the office
4. understand business documentation and payment procedures
5. understand how to use information and record handling systems
6. understand how to prepare for meetings and business travel

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 (if appropriate)

This unit is linked to the National Occupational Standards in Business and Administration.

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

This unit is endorsed by the Council for Administration (Cfa).

Key Skills

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

Assessment and grading

This unit will be assessed by:
an assignment covering practical skills and underpinning knowledge.

Unit 002 Level 2 Office Procedures

Outcome 1 understand the structure and functions within organisations

Assessment Criteria

The learner can:
1. Describe the functions and structure of an organisation.
2. Explain the roles of personnel within an organisation
3. Explain the recruitment and selection process.
4. Explain health, safety and security procedures relevant to working in an office.

Assessment Criteria Explained

For criteria 1

The candidate should be able to produce and interpret simple organisation charts and describe the work of different departments and how the work carried out in an office may vary with the size of the organisation.

For Criteria 2

The candidate should be able to outline the roles of staff in the principal departments and their different duties and responsibilities.

For Criteria 3

The candidate should be able to produce and explain the purpose and content of job descriptions, advertisements, application forms and CVs. They should also be able to complete job descriptions and advertisements for given jobs.

For Criteria 4

The candidate should be able to explain the duties and responsibilities in respect to health and safety at work on the part of

- Employers

- Employees

- safety officers and safety representatives.

They should also be able to explain the importance of maintaining security and confidentiality throughout the organisation (particularly the management of the reception area) – the security of the building, personnel, valuable information.

Unit 002 Level 2 Office Procedures

Outcome 2 understand the use of business communication techniques

Assessment Criteria

The learner can:

1. Select the appropriate method for different communication needs
2. Explain good interpersonal skills
3. Explain oral communication techniques for a business environment
4. Explain written communication techniques for a business environment.

Assessment Criteria Explained

For criteria 1

Communication needs eg urgency, length, confidentiality, complexity, legal reasons etc

For Criteria 2

The candidate should be able to describe non-verbal communication signals and explain methods of establishing and maintaining good relationships with

- staff at all levels

- customers and visitors including ways of dealing with difficult situations.

They should be able to give reasons for and methods of efficiently dealing with customers' needs for information about the products and services of an organisation.

For Criteria 3

The candidate should be able to identify the important points that need to be considered when receiving and making telephone calls including creating a telephone answering machine message that invites callers to leave a message.

For Criteria 4

Compose a variety of business documents eg standard letters, simple reports, advertisements, notices, instructions, memos and messages, using appropriate format, style and tone.

They should be able to identify and mark errors in spelling, punctuation, figures, presentation and layout in business documents

Unit 002 Level 2 Office Procedures

Outcome 3 know the various equipment and services that support the office

Assessment Criteria

The learner can:
1. Explain the use and routine maintenance of equipment to support the work of a modern office
2. Describe the use of different telecommunication methods.

Assessment Criteria Explained

For criteria 1

Candidates should be able to identify equipment for dealing with mail, copying, text and data processing and select and justify appropriate equipment for given tasks and explain the cleaning and routine maintenance of office equipment and ways of keeping it secure.

For Criteria 2

Candidates should be able to explain the use of fax, e-mail, telephone, mobile (cell phone), answering machines to include:

- Advantages and disadvantages.

- Possible problems that might occur.

- Methods of controlling costs of telephone and data communications.

Unit 002   Level 2 Office Procedures

Outcome 4   understand business documentation and payment procedures

Assessment Criteria

The learner can:
1. Prepare, interpret and check entries in business documents
2. Outline business transaction and payment procedures.

Assessment Criteria Explained

For Criteria 1 & 2

Candidates should be able to answer questions on both manual and computerised procedures.

For Criteria 1

Candidates should be able to check , correct errors and explain the purpose of business documents eg requisitions, letters of enquiry, price-lists, quotations, estimates, orders, invoices, credit notes, statements., receipts, paying-in slips, cheques, credit transfers, direct debits, standing orders, credit/debit cards, expense claim forms, requisitions, inventories, stock control cards.

For Criteria 2

Candidates should be able to outline procedures used for

- ordering and receiving office goods and services including comparing quotations

- selling goods and services including credit control, reconciling invoices and making and recording payment for them and the banking services and which may be used

- issuing office materials and monitoring stock levels

- processing expenses claims for payment

- balancing petty cash accounts using the imprest system.

Candidates should be able to make calculations where appropriate and outline the appropriate security and authorisation procedures.

Unit 002 Level 2 Office Procedures

Outcome 5 understand how to use information and record handling systems

Assessment Criteria

The learner can:
1. Explain the maintenance of an established filing system
2. Explain the retrieval and presentation of information.

Assessment Criteria Explained

For Criteria 1 & 2

In **all** of the following areas candidates should be aware of both manual and electronic systems as appropriate.

For Criteria 1

Candidates should be able to

- describe filing classification systems, identifying the most suitable for use in a given situation

- describe methods for sorting, handling and storing documents, including microfilm, in terms of procedures and equipment

- explain and apply appropriate control mechanisms for efficient and effective operation of a filing system using absence/out-guide and bring forward systems, cross-referencing, indexing and the purpose of a file retention policy

- describe procedures and systems for maintaining safety, security and confidentiality of information.

For Criteria 2

Candidates should be able to identify different internal and external sources of information to an organisation such as

- Internal sources: intranet, organisation charts, files, general reference books, directories, records, operating manuals, databases, spreadsheets, microfiche, computer held data, health and safety manuals.

- External: internet, telephone directories, reference books, maps.

Candidates should be able to extract and interpret information from a variety of formats, eg graphs, charts, diagrams, lists, tables.

Unit 002   Level 2 Office Procedures

Outcome 6   understand how to prepare for meetings and business travel

Assessment Criteria

The learner can:

1. Explain procedures for organising and running different types of meetings
2. Explain procedures for making business travel arrangements

Assessment Criteria Explained

For criteria 1

Candidates should be able to identify and define the purpose of different types of meetings, both formal and informal, and committees, eg Annual General Meeting, Board meeting, departmental meetings, and executive, advisory, standing, ad hoc and sub-committees.

They should be able to define standard meeting terminology eg; quorum, ex officio, co-opt, motion, amendment, rider, resolution, point of order, unanimous, verbatim, and identify the requirements for a formal meeting to be valid.

Candidates should be able to describe the duties and responsibilities involved in organising a meeting (before, during and after) to include

- Preparing the documentation eg notice, agenda, Chairperson's agenda and brief minutes or report.

- Personnel involved and their duties.

For Criteria 2

Candidates should be able to identify relevant information sources on business travel such as agencies, consulates, timetables, hotel guides, maps, directories.

They should be able to plan journeys and prepare itineraries taking into account constraints, such as international time and climatic differences, time available and budgets, and give information on travel documentation - passports, visas, health certificates, insurance certificates, driving licences, travellers' cheques, credit cards, foreign currency.

Candidates must and be able to request and confirm reservations for rooms and car hire and describe actions to be taken to ensure smooth running of office during absence.

4   Assessment

4.1   Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

Level 1 Examination
The level 1 examination is in two sections and lasts for 1 hour and 30 minutes (plus 5 minutes' reading time).

Section A: 15 short answer questions covering all sections of the syllabus – 45 marks

Section B: Integrated practical tasks covering two or more sections of the syllabus – 25 marks

All questions and tasks are compulsory.

Level 1 Assessment
Marks for Sections A and B are aggregated. At least 40% must be achieved in each section.
To be awarded a Pass candidates must achieve 54% overall.
To be awarded a First Class Pass candidates must achieve 70% overall.

Level 2 Examination
The level 2 examination is in two sections and lasts for 2 hours (plus 5 minutes' reading time).

Section A: 12 short answer questions covering all sections of the syllabus – 60 marks

Section B: Integrated practical tasks covering two or more sections of the syllabus – 40 marks

All questions and tasks are compulsory.

Assessment
Marks for Sections A and B are aggregated. At least 40% must be achieved in each section.
To be awarded a Pass candidates must achieve 55% overall.
To be awarded a First Class Pass candidates must achieve 70% overall.

Calculators and English and mother tongue dictionaries are allowed during the level 1 and 2 examinations.

5 Course design and delivery
5.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:
* any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification[s]. This is sometimes referred to as diagnostic testing.
* any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification[s] they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification[s] they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available on the City & Guilds website.

5 Course design and delivery

5.2 Recommended delivery strategies

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

Centres may design course programmes of study in any way which:
- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualifications.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core Skills and other related qualifications.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualifications.

Appendix 1   Progression Diagram

Occupational roles	Relevant Qualifications	Level
	ILEX Professional Higher Diploma in Law	6
Office Manager	ILM N/SVQ in Management ILM Leadership VRQs	5
Team leader	4404 N/SVQ in Business and Administration 4543 N/SVQ in Customer Service ILM N/SVQ in Management	4
Team leader Supervisor Senior Secretary/ PA Administrator	4404 N/SVQ in Business and Administration 4413 Business and Administration 4417 Certificate in Customer Service 4419 Medical support qualifications 4543 N/SVQ in Customer Service 7266 e-Quals07 VRQs 7461 Diploma in Vocational Paralegal Studies 7465 Legal support qualifications 8992 Customer Service ILEX Professional Diploma in Law ILM First Line Management VRQs ILM Leadership VRQs ILM N/SVQ in Management	3
Receptionist Secretary Administration Legal Secretary Medical Administrator/ Secretary	4404 N/SVQ in Business and Administration 4413 Business and Administration 4417 Certificate in Customer Service 4419 Medical support qualifications 4543 N/SVQ in Customer Service 7266 e-Quals07 VRQs 7462 Legal Studies 7465 Legal Support qualifications 8992 Customer Service 8993 Office Procedures 8994 Business Studies ILM N/SVQ in Team Leading ILM Team Leading VRQs	2
Junior secretary Administration Assistant	4343 N/SVQ in Customer Service 4404 N/SVQ in Business and Administration 4418 Award/ Certificate in Business and Administration 4424 Certificate for Introduction to the Contact Centre Industry 7266 e-Quals07 VRQs 8952 Audio Transcription 8980 Shorthand 8992 Customer Service 8993 Office Procedures 8994 Business Studies	1

ENTRY LEVEL

ENTRANTS WITH PRIOR EXPERIENCE & QUALIFICATIONS

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

Useful contacts

Type	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	• Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
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	• Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	• Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	• Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	• Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	• Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **feedbackandcomplaints@cityandguilds.com**

HB008993