

Level 1/2/3 Award in Computerised Accounts (8989)



Qualification handbook

500/4293/2 – Level 1

500/4292/0 – Level 2

500/4279/8 – Level 3

www.cityandguilds.com
March 2010
Version 2.1

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

F +44 (0)20 7294 2400

www.cityandguilds.com

centresupport@cityandguilds.com

Level 1/2/3 Award in Computerised Accounts (8989)



Qualification handbook

www.cityandguilds.com
March 2010
Version 2.1

Qualification title	Number	Ofqual ref.
Level 1 Award in Computerised Accounts	8989-01	500/4293/2
Level 2 Award in Computerised Accounts	8989-02	500/4292/0
Level 3 Award in Computerised Accounts	8989-03	500/4279/8

City & Guilds
Skills for a brighter future



www.cityandguilds.com

Contents

1	Introduction to the qualifications	5
2	Centre requirements	7
3	Units	8
Unit 001	Level 1 Award in Computerised Accounts	9
Unit 002	Level 2 Award in Computerised Accounts	15
Unit 003	Level 3 Award in Computerised Accounts	23
4	Assessment	29
4.1	Summary of assessment requirements	29
Appendix 1	Relationships to other qualifications	30
Appendix 2	Sources of general information	35

City & Guilds
Skills for a brighter future



www.cityandguilds.com

1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualification[s]:

Qualification titles and levels	City & Guilds qualification numbers	Ofqual accreditation numbers	Last registration date	Last certification date
Level 1 Award in Computerised Accounts	8989-01	500/4293/2	n/a	30/08/2011
Level 2 Award in Computerised Accounts	8989-02	500/4292/0	n/a	30/08/2011
Level 3 Award in Computerised Accounts	8989-03	500/4279/8	n/a	30/08/2011

The Level 1/2/3 Award in Computerised (8989-01/02/03) aims to:

- meet the needs of candidates who work or want to work in job roles such as:
 - Accounting technicians
 - Accounts/Finance clerks
 - Private practice accountants
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the accounting sector
- contribute to the knowledge and understanding of the related Level 2 and 3 NVQ in Accounting (qualification number 7421), whilst containing additional skills and knowledge which go beyond the scope of the NOS. See the NVQ Relationship mapping in **Appendix 1** for further details.
- replace the City & Guilds Level 1, 2 and 3 Certificate in Computerised Accounts (qualification number 8956) which expire on 30/09/2008.

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	Guided Learning Hours
500/4293/2	Unit 001	Level 1 Award in Computerised Accounts	Mandatory	3	30
500/4292/0	Unit 002	Level 2 Award in Computerised Accounts	Mandatory	4	30
500/4279/8	Unit 003	Level 3 Award in Computerised Accounts	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 Business Finance
- 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.

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 Computerised Accounts 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.

Assessors and internal verifiers

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.

Unit 001

Level 1 Award in Computerised Accounts

Level: 1

Credit value: 3

Unit aims

The aim of the qualification is to enable learners to operate computerised accounts software to carry out routine accounting tasks. These will include being able to create accounts, process accounting information in respect of the sales and purchase ledger, understanding how to use batch control sheets and being able to produce accounting reports such as trial balance, customer activity reports and supplier details reports.

Learning outcomes

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

- create accounts using computerised software
- process accounting information using computerised software
- understand how to use batch control sheets
- produce reports using computerised accounts software

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

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
- Information Technology

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 of a number of practical tasks. All areas of the syllabus will be tested on every paper. Candidates will be permitted to use a calculator during the examination and will be responsible for any printing required.

Candidates are allowed to print **one draft copy only** of all required printouts for proof reading purposes during the examination period. Final printouts may be produced after the duration of the examination.

Unit 001

Outcome 1

Level 1 Award in Computerised Accounts

Create accounts using computerised accounts software

Assessment Criteria

Underpinning knowledge

The learner can:

- 1.1 add new accounts to the purchase ledger
- 1.2 add new accounts to the sales ledger
- 1.3 create new accounts in the nominal ledger

Unit 001
Outcome 2

Level 1 Award in Computerised Accounts
Process accounting information using
computerised software

Assessment Criteria

Underpinning knowledge

The learner can:

- 2.1 process information in respect of the sales ledger
- 2.2 process information in respect of the purchase ledger
- 2.3 enter initial capital
- 2.4 process information involving transactions using different tax rates
- 2.5 process information in respect of cash and cheque payments and receipts

Guidance notes

- 2.1 Sales ledger information: invoices, credit notes, payments
- 2.2 Purchase ledger information: invoices, credit notes, payments
- 2.4 Tax rates will be specified in assessments
- 2.5 This includes part or full payments.

Unit 001

Outcome 3

Level 1 Award in Computerised Accounts

Understand how to use batch control sheets

Assessment Criteria

Underpinning knowledge

The learner can:

3.1 calculate batch totals as required

3.2 reconcile batch totals as required

Guidance notes

3.1 - 3.2 Completion of batch totals for sales and purchase ledgers

Unit 001
Outcome 4

Level 1 Award in Computerised Accounts
Produce reports using computerised software

Assessment Criteria

Underpinning knowledge

The learner can:

- 4.1 produce a trial balance
- 4.2 produce supplier activity reports
- 4.3 produce customer activity reports
- 4.4 produce supplier details reports
- 4.5 produce customer details reports
- 4.6 produce nominal ledger account reports

Guidance notes

Reports should show all the required information

The type of report printed may depend on the software used

Level: 2

Credit value: 4

Unit aims

The aim of the qualification is to enable learners to carry out everyday operational aspects of computerised accounts. These include processing accounting transactions, producing customer and supplier documentation and producing reports such as aged creditor analysis and sales day book summaries for management purposes.

Learning outcomes

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

- create accounts using computerised software
- edit details of records
- process accounting transactions using computerised accounts
- produce customer documentation using computerised accounts
- produce supplier documents using computerised accounts
- select and print accounting reports for management purposes

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

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
- Information Technology

Assessment and grading

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

The examination paper will take the format of a number of practical tasks. All areas of the syllabus will be tested on every paper. Candidates will be permitted to use a calculator during the examination and will be responsible for any printing required.

Candidates are allowed to print **one draft copy only** of all required printouts for proof reading purposes during the examination period. Final printouts may be produced after the duration of the examination.

Unit 002

Outcome 1

Level 2 Award in Computerised Accounts

Create accounts using computerised software

Assessment Criteria

Underpinning knowledge

The learner can:

1.1 add new accounts to the purchase ledger

1.2 add new accounts to the sales ledger

1.3 create accounts in the nominal ledger

Guidance notes

Add and amend customer and supplier details

Unit 002
Outcome 2

Level 2 Award in Computerised Accounts
Edit details of records in computerised accounts

Assessment Criteria

Underpinning knowledge

The learner can:

2.1 add accounts to the nominal ledger

Guidance notes

2.1 add and amend customer and supplier details

Unit 002

Outcome 3

Level 2 Award in Computerised Accounts

Process accounting transactions using computerised accounts

Assessment Criteria

Underpinning knowledge

The learner can:

- 3.1 process information in respect of the sales ledger
- 3.2 process information in respect of the purchase ledger
- 3.3 allocate supplier payments
- 3.4 allocate customer payments
- 3.5 process transfers between bank accounts and cash accounts
- 3.6 process nominal journal entries
- 3.7 process a wages journal from given data
- 3.8 process cash and cheque payments and receipts involving discounts
- 3.9 calculate and reconcile batch totals

Guidance notes

Only bank current account and a cash account will be used

Unit 002

Outcome 4

Level 2 Award in Computerised Accounts

Produce customer documentation using computerised accounts

Assessment Criteria

Underpinning knowledge

The learner can:

4.1 produce customer invoices from given data

4.2 produce customer statements of account

Unit 002

Outcome 5

Level 2 Award in Computerised Accounts

Produce supplier documentation using computerised accounts

Assessment Criteria

Underpinning knowledge

The learner can:

5.1 produce remittance advice for suppliers

Unit 002

Outcome 6

Level 2 Award in Computerised Accounts

Select and print reports for management purposes

Assessment Criteria

Underpinning knowledge

The learner can:

- 6.1 produce purchase day book summaries
- 6.2 produce sales day book summaries
- 6.3 produce aged debtor analysis
- 6.4 produce aged creditor analysis
- 6.5 produce a trial balance
- 6.6 produce supplier activity reports
- 6.7 produce customer activity reports
- 6.8 produce supplier details reports
- 6.9 produce customer details reports
- 6.10 produce nominal ledger account reports

Guidance notes

Reports should show all the required information specified in the question

The type of report printed may depend on the software used

Level: 3

Credit value: 8

Unit aims

The aim of the qualification is to enable learners to carry out everyday operational parts of computerised accounting, involving the interpretation and processing of both routine and non-routine transactions, together with the production of accounting reports such as profit and loss accounts and balance sheets.

Learning outcomes

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

- 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

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 2 and 3 NVQ in Accounting

Endorsement of the unit by a sector or other appropriate body

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
- Information Technology

Assessment and grading

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

The examination paper will take the format of a number of practical tasks. All areas of the syllabus will be tested on every paper. Candidates will be permitted to use a calculator during the examination and will be responsible for any printing required.

Candidates are allowed to print **one draft copy only** of all required printouts for proof reading purposes during the examination period. Final printouts may be produced after the duration of the examination.

Unit 003

Level 3 Award in Computerised Accounts

Outcome 1

Know how to set up master data on a computerised accounts software package

Assessment Criteria

Underpinning knowledge

The learner can:

1.1 set up customer information

1.2 set up supplier information

Guidance notes

1.1-1.2 information: settlement terms, credit limits, contact details

Unit 003
Outcome 2

Level 3 Award in Computerised Accounts

Process accounting transactions on a computerised accounts software package

Assessment Criteria

Underpinning knowledge

The learner can:

- 2.1 process information in respect of the sales ledger
- 2.2 process information in respect of the purchase ledger
- 2.3 allocate supplier payments
- 2.4 allocate customer payments
- 2.5 process returned and cancelled cheques
- 2.6 process transfers between bank accounts and cash accounts
- 2.7 process nominal journal entries
- 2.8 process cash and cheque payments and receipts involving discounts
- 2.9 calculate and reconcile batch totals
- 2.10 add accounts to the nominal ledger
- 2.11 calculate and process supplier payments according to given terms and conditions
- 2.12 process transactions via a suspense account
- 2.13 set up and amend bank standing orders

Guidance notes

Information: invoices, payment, batch totals

Unit 003

Outcome 3

Level 3 Award in Computerised Accounts

Understand how to process adjustments

Assessment Criteria

Underpinning knowledge

The learner can:

- 3.1 process contras between sales ledger accounts and purchase ledger accounts
- 3.2 process entries involving the purchase and disposal or scrapping of fixed assets
- 3.3 calculate and process the profit or loss on fixed asset disposal

Unit 003

Outcome 4

Level 3 Award in Computerised Accounts

Understand how to process period end adjustments

Assessment Criteria

Underpinning knowledge

The learner can:

4.1 create a provision for bad debts

4.2 adjust a provision for bad debts

4.3 write off bad debts

4.4 process small balance write-offs

4.5 calculate depreciation of fixed assets

4.6 process depreciation of fixed assets

4.7 process entries to reverse opening stock, prepayments and accruals

4.8 process entries in respect of closing stock

4.9 calculate and process entries in respect of closing prepayments and accruals

Guidance notes

4.2 increase or decrease provision

4.5 calculations using the straight-line method and reducing balance method

Unit 003

Outcome 5

Level 3 Award in Computerised Accounts

Select and print accounting reports for management purposes

Assessment Criteria

Underpinning knowledge

The learner can:

- 5.1 produce a supplier day book report for a specified period
- 5.2 produce a customer day book report for a specified period
- 5.3 produce an audit trail for a specified period
- 5.4 produce a profit and loss account for a specified period
- 5.5 produce a balance sheet at a specified date
- 5.6 produce a trial balance
- 5.7 produce bank current account and cash account reports
- 5.8 produce nominal ledger reports
- 5.9 produce sales and customer ledger reports
- 5.10 produce purchase and supplier ledger reports
- 5.11 prepare and print a bank reconciliation report
- 5.12 prepare remittance advices
- 5.13 produce aged creditor analysis
- 5.14 produce a record of recurring entries

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	Computerised Accounts	Externally set and marked test available on demand	Order via the Walled Garden
Level 2/002	Computerised Accounts	Externally set and marked test available on demand	Order via the Walled Garden
Level 3/003	Computerised Accounts	Externally set and marked test available on demand	Order via the Walled Garden

Time constraints

Examinations

Level 1 - 1 hour

Level 2 - 2 hours

Level 3 - 2 hours and 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 outlines in the examination support guide.

Sample assessments

Sample assignments 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 National Occupational Standards/other qualifications

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 Computerised Accounts

Relationship to the NVQ units

Learning Outcomes	NVQ Units
1. Create accounts using computerised software	N/A
2. Process accounting information using computerised software	001, 002, 003
3. Understand how to use batch control sheets	003
4. Produce reports using computerised software	003, 005, 021

Level 2 Award in Computerised Accounts

Relationship to the NVQ units

Learning Outcomes	NVQ Units
1. Create accounts using computerised software	N/A
2. Edit details of records	N/A
3. Process accounting transactions using computerised accounts	001, 002, 003, 005
4. Produce customer documentation using computerised accounts	001
5. Produce supplier documentation using computerised accounts	N/A
6. Select and print accounting reports for management purposes	003, 005, 021

Level 3 Award in Computerised Accounts

Relationship to the NVQ units

Learning Outcomes	NVQ Units
1. Know how to set up master data on a computerised accounts software package	002
2. Process accounting transactions on a computerised accounts software package	005
3. Understand how to process adjustments	001, 003, 005
4. Understand how to process period end adjustments	005
5. Select and print accounting reports for management purposes	003, 005, 021

Assessment

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*'.

Unit number	Communication	Application of Number	Information Technology
001	C1.2	N1.1, N1.2, N2.1, N2.2	ICT1.1, ICT1.2
002	C1.2	N1.1, N1.2, N2.1, N2.2	ICT1.1, ICT1.2
003	C1.2	N1.1, N1.2, N2.1, N2.2, N3.2	ICT1.1, ICT1.2

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

City & Guilds

Skills for a brighter future



www.cityandguilds.com

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> • 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

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

**City & Guilds is a registered charity
established to promote education
and training**