

1. Title of the certificate ^(en)



**City & Guilds Level 2 IVQ Diploma in Reception Operations and Services
(7067-32) (500/5824/1)**

⁽¹⁾ In the original language

2. Translated title of the certificate ⁽¹⁾

⁽¹⁾ If applicable. This translation has no legal status.

3. Profile of skills and competences

A typical holder of the certificate is able to:

- Adopt and maintain appropriate security, safety and emergency practices
- Deal with customers and customer requirements effectively and professionally
- Maintain appropriate personal presentation and good standards of hygiene and health
- Display professional attitude consistently
- Display effective team leadership skills
- Maintain effective communication skills and good relationships with customers and colleagues
- Carry out appropriate fire prevention and evacuation procedures
- Carry out a range of general reception procedures
- Carry out a range of general front office procedures
- Carry out a range of advance reservation procedures
- Carry out a range of guest accounting procedures
- Use advanced selling and marketing techniques.

4. Range of occupations accessible to the holder of the certificate ⁽¹⁾

- Receptionist.

Note: the above is an example only, other occupations may also be accessible to holders of the certificate.

⁽¹⁾ If applicable

⁽¹⁾ Explanatory note

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

© European Communities 2002

5. Official basis of the certificate

<p>Name and status of the body awarding the certificate</p> <p>City & Guilds 1 Giltspur Street London EC1A 9DD United Kingdom T +44 (0)20 7294 2800 F +44 (0)20 7294 2400 www.cityandguilds.com</p> <p>City & Guilds was established in 1878 as a registered charity (no. 312832) and received Royal Charter (RC117) in 1900.</p> <p>City & Guilds is accredited as an awarding body by the Office of the Qualifications and Examinations Regulator (Ofqual) and the Scottish Qualifications Authority (SQA) to offer qualifications.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>Office of the Qualifications and Examinations Regulator (Ofqual) Spring Place Coventry Business Park Herald Avenue Coventry CV5 6UB England T +44 (0)300 303 3344 F +44 (0)300 303 3348 www.ofqual.gov.uk</p>
<p>Level of the certificate (national or international)</p> <p>Level 2 – National Qualifications Framework of England, Wales and Northern Ireland (NQF)</p>	<p>Grading scale/Pass requirements</p> <p>Written assessments are graded 'Pass', 'Merit', 'Distinction' or 'Fail'.</p> <p>Practical assessments are graded 'Pass' or 'Fail'.</p> <p>The overall qualification is not graded. A certificate will only be awarded on successful completion of the required number of units.</p>
<p>Access to next level of education/training</p> <p>We consider the following options to be relevant progression routes from this qualification:</p> <ul style="list-style-type: none"> • Level 3 IVQ Advanced Diploma in Reception Operations and Services (7067-33) • Level 3 IVQ Advanced Diploma in Accommodation Operations and Services (7068-33) • Employment. 	<p>International agreements</p>
<p>Legal basis</p> <p>Not applicable.</p>	

6. Officially recognised ways of acquiring the certificate

<p>This qualification can only be offered by an institution/provider ('centre') that has been approved by City & Guilds and therefore meets its quality requirements for staff and centre resources and is subject to regular checks.</p> <p>The following assessment methods are used:</p> <ul style="list-style-type: none"> • Ongoing assessments carried out by the centre • Final assessments: <ul style="list-style-type: none"> - written test set and marked by City & Guilds - practical assessments set by City & Guilds and marked by the centre. <p>All assessments are quality assured by City & Guilds verifiers.</p> <p>The vocational education and training is a combination of classroom based and/or work based and/or realistic working environment based activities.</p> <p>The recommended Guided Learning Hours (GLHs) for this qualification are 480 hours.</p> <p>Entry requirements</p> <p>City & Guilds exercises a policy of open access and does not set formal entry requirements for its qualifications. Centres are however required to ensure that learners are registered for a programme of study and examination at the appropriate level.</p> <p>More information (including a description of the national qualifications system) available at: www.naric.org.uk.</p> <p>National reference point: www.uknlp.org.uk.</p>
