

INTERNATIONAL HANDBOOK

City & 
Guilds



SKILLS FOR A BRIGHTER
FUTURE

INTERNATIONAL HANDBOOK

WELCOME

The International Handbook introduces you to our exciting range of international qualifications and services. We have a wide variety of ways to help people learn new skills and the handbook is designed to assist you find the right type of qualifications to offer...
to develop skills for a brighter future.

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Founded by the City of London in 1878.

WHO WE ARE

City & Guilds is one of the world's leading vocational education businesses.

Since 1878, millions of people have used our qualifications to enhance their skills and today millions more are learning skills that are widely accepted as a benchmark for workplace excellence.

As well as City & Guilds, the Group includes the Institute of Leadership and Management (ILM) www.i-l-m.com and the Centre for Skills Development www.skillsdevelopment.org.uk

The ILM is the largest management body in the UK and Europe, combining industry-leading qualifications and specialist professional member services.

The Centre for Skills Development is an independent, not for profit organisation that undertakes research to improve the policy and practice of vocational education and training worldwide.



Qualify over 1.8 million learners in 80 countries every year.

WHY US

Covering almost every area of industry, at every level, our qualifications offer five key advantages:

Progression

Our qualifications offer a clear progression path to the highest standards of professional achievement.

Aspirations

Our qualifications equip people with the skills to fulfil their aspirations.

Portability

Recognised by governments, educational institutions, professional bodies and employers, our qualifications open doors around the world.

Employability

Workplace-relevant and developed with industry experts, our qualifications make people more employable.

Brand

City & Guilds is recognised as a world leader in vocational education and business.

WHAT WE OFFER

An unrivalled range of internationally recognised and industry-specific qualifications and services that equip people with skills that match the business strategies of tomorrow.

QUALIFICATIONS

As learning is a lifelong journey, we design qualifications at many levels to suit the evolving needs of learners as they progress throughout their careers from entry to senior management level.

We offer four main types of qualification:

1. International Vocational Qualifications (IVQs)

IVQs give learners technical knowledge and the ability to carry out practical tasks within an occupation. Knowledge is assessed by theory tests, which could be multiple choice or written exams, and practical skills are assessed through assignments and observation. In this handbook IVQs are indicated with this icon: **IVQ**

2. International English Qualifications

Aimed at both students and professionals, these qualifications develop speaking, writing, reading and listening skills using real examples and tasks from entry to advanced level.

3. Vocationally Related Qualifications (VRQs)

VRQs cover a broad range of occupations and skills, from business and administration to customer service and process technology, and include our Single Subject qualifications as well as the Skills Foundation and Proficiency Awards.

4. Professional Development

For people who are approaching the top of their careers, we offer a range of professional development qualifications including Full Technological Diplomas (FTDs), Senior Awards and Higher Level Qualifications. In this handbook FTDs are indicated with this icon: **FTD**

QUALIFICATION LEVELS

NQF [†] / QCF Levels ^{††}	City & Guilds qualifications	Academic qualifications (approximate equivalent)
8	Fellowship (FCGI)	Doctorate
7	Membership (MCGI) Master Professional Diploma NVQ Level 5 Level 5 Vocational Awards	Master's Degree Postgraduate Diploma Postgraduate Certificate
6	Graduateship (GCGI)	Bachelor's Degree Graduate Certificate and Diploma
5	IVQ Advanced Technician Diploma Full Technological Diploma*	Higher National Diploma Foundation Degree Diplomas of Higher and Further Education
4	NVQ Level 4 Level 4 Vocational Qualification Higher Professional Diploma Licentiate (LCGI)	Certificate of Higher Education
3	IVQ Technician Diploma IVQ Advanced Diploma Level 3 International Awards* NVQ Level 3 Level 3 Vocational Awards Advanced Apprenticeship (England and NI) Modern Apprenticeship (Scotland and Wales)	A Level Scottish Higher
2	IVQ Technician Certificate IVQ Diploma Level 2 International Awards* NVQ Level 2 Level 2 Vocational Awards Apprenticeship (England and NI) Foundation Modern Apprenticeship (Wales)	GCSE grades A*-C Scottish Intermediate 2/Credit 5 Grade
1	IVQ Certificate Level 1 International Introductory Awards* NVQ Level 1 Level 1 Vocational Awards	GCSE grades D-G Scottish Intermediate 1/General 5 Grade

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

^{††}Qualifications and Credit Framework (QCF)

*Nearest comparable level

SERVICES

As well as developing qualifications, we offer a range of services to help you deliver them.

Walled Garden

A free, fast and efficient round the clock administration service for a multitude of day-to-day functions – from enrolling learners to submitting their results.

Set up an account online@cityandguilds.com

SmartScreen

A dedicated portal providing engaging and motivating support materials and forums for tutors and learners.

Learn more at: www.SmartScreen.co.uk

and sign up by emailing subscribe@smartscreen.co.uk

Teaching and Learning Publications

Our own support publications for IESOL and ISESOL complement those we endorse by commercial publishers. Find out more

www.cityandguilds.com/publications or email learningmaterials@cityandguilds.com

GOLA

Online assessment that can be examined 24 hours a day, seven days a week, wherever there is a networked computer and appropriate invigilation. Apply for approval to offer these qualifications

www.cityandguilds.com/GOLA

These qualifications are marked with a **24** icon.

External Verifiers (EVs)

External verifiers ensure that all assessments undertaken within centres are fair, valid and consistent, and meet the requirements of the standards set and the course syllabus. Experts in their field, they are at hand to provide guidance and support. External verifiers are marked with an **EV** icon.

ADDED VALUE

To compliment our qualifications and services and give you even more reasons to get involved with us, we provide the following range of associated benefits.

Europass Certificate Supplement

City & Guilds is the first UK awarding body to launch the Europass Certificate Supplement which makes it easier for learners to find employment or training beyond their own country.

ILM Membership

Our way of providing managers with all the support and information they need to improve their leadership development, excel in their role and achieve their full career potential. Members enjoy benefits including the award-winning **Edge** magazine, access to research and learning resources and continued professional development.

Find out more www.i-l-m.com/members.aspx

Medals for Excellence

A programme set up to recognise and reward exceptional learners, who have produced work to an outstanding level and trainers and teachers who have inspired their students.

Find out more www.cityandguilds.com/m4x

Broadsheet

Our award-winning customer magazine covers topical issues in vocational education and news from our Group. Subscribe www.cityandguilds.com/broadsheet

Sponsorships

City & Guilds is the Premier Sponsor of WorldSkills London. Held every two years, this exhibition of world-class vocational skills inspires young people, their parents and tutors and unleashes the talents that create economic well-being and success. Learn more www.worldskillslondon2011.com

RECOGNITION

City & Guilds qualifications are widely accepted as the benchmark for workplace excellence and offer great progression opportunities into higher and professional education and employment. The following are a few examples of UK higher education institutions and corporates that have recognised City & Guilds international qualifications.

HIGHER EDUCATION (UK)

University of Abertay Dundee • Anglia Ruskin University • Bangor University • Birmingham City University • The University of Bolton • Bournemouth University • University of Bradford • University of Brighton • Brunel University • The University of Buckingham • Coleg Menai, Bangor • De Montfort University • University of Derby • Durham University • Edinburgh Napier University • Harper Adams University College • Heriot-Watt University • University of Huddersfield • University of Kent • Kingston University • University of Leeds • Leeds Metropolitan University • University of Liverpool • London School of Hygiene & Tropical Medicine • London South Bank University • Manchester Metropolitan University • Middlesex University • Northumbria University • Pembrokeshire College (accredited college of the University of Glamorgan) • University of Plymouth • University of Portsmouth • Queen Margaret University, Edinburgh • The Robert Gordon University • University of Salford • Sheffield Hallam University • University of Sunderland • University of Sussex • Teesside University • Thames Valley University • University of Ulster • University College Birmingham (accredited college of the University of Birmingham) • University College London • University of the West of England • University of the West of Scotland • University of Westminster • York St John University

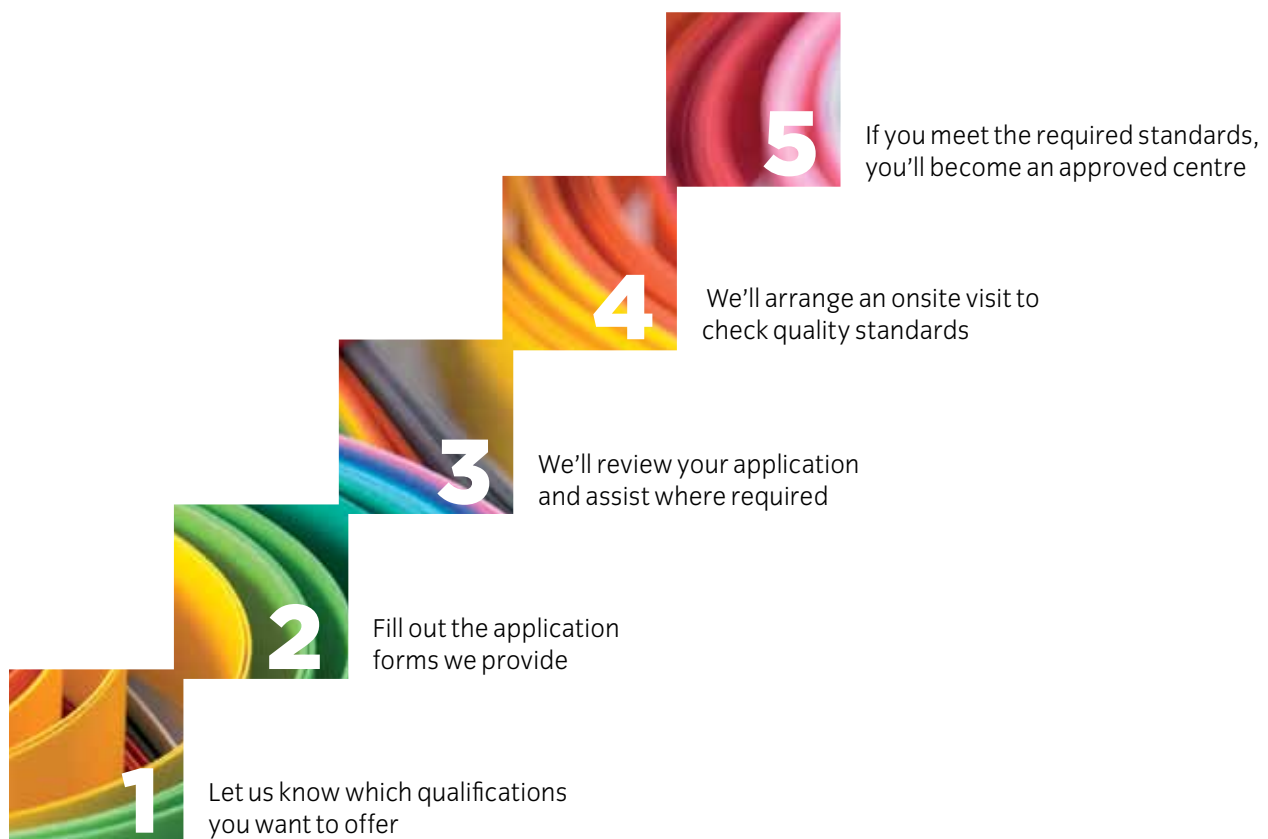
INDUSTRY

Berger Paints Jamaica • Cable&Wireless Jamaica (LIME) • Calgary Co-op Carillion • CellStar Tianjin • Dubai Police • Guardsman Alarms Limited • Langham Hotels International • Legacy Hotel Group – Swakopmund Hotel and Entertainment Centre • Legacy Hotel Group – Windhoek Country Club Resort and Casino • MAKE UP FOR EVER Academy Hong Kong • MISSHA • Monita International Group • Procter & Gamble China • Sandals Resort International • Shanghai Automotive Industry Corporation Group • Shanghai Totole Food – Nestlé • Sime Darby Industrial Sdn Bhd • SINOPEC Shanghai Petrochemical Co. Ltd • Soft Sheen Carson Jamaica • South African Chefs Association (SACA) • The Beauty Group • TONI&GUY Academy Hong Kong • Toyota Jamaica

BECOME A CITY & GUILDS CENTRE

There are over 8,500 colleges, training providers and employers delivering our qualifications around the world, and we are always on the lookout for new partners who share our vision, our passion for vocational education and our aim to make a real difference.

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



CONTACT US

With our qualifications available in 80 countries – and recognised and valued by even more – getting in touch with a City & Guilds office or representative is the easiest thing in the world. Take a look through our contacts and get in touch.

Monday to Friday 08:30 – 17:30 (UK time) except UK public and bank holidays

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If your country isn't covered please contact our customer relations team.





AGRICULTURE

Agriculture

8100

Aim

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

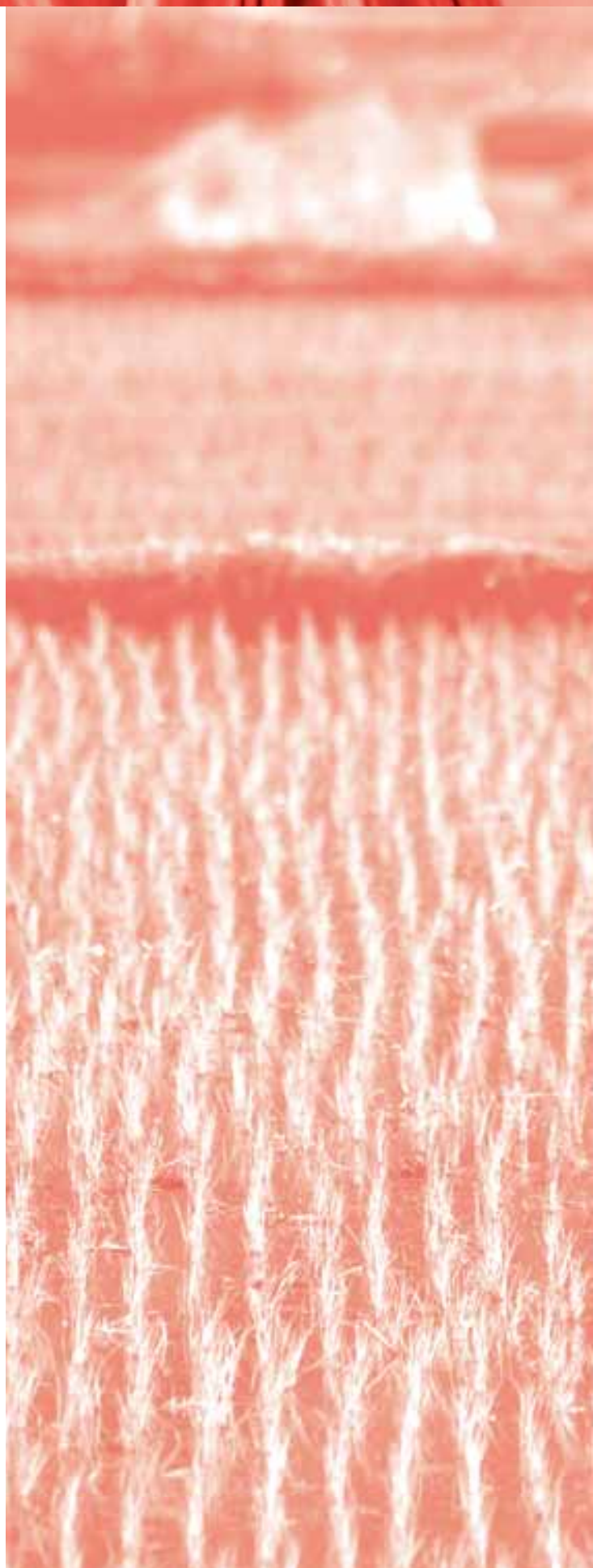
Level

3

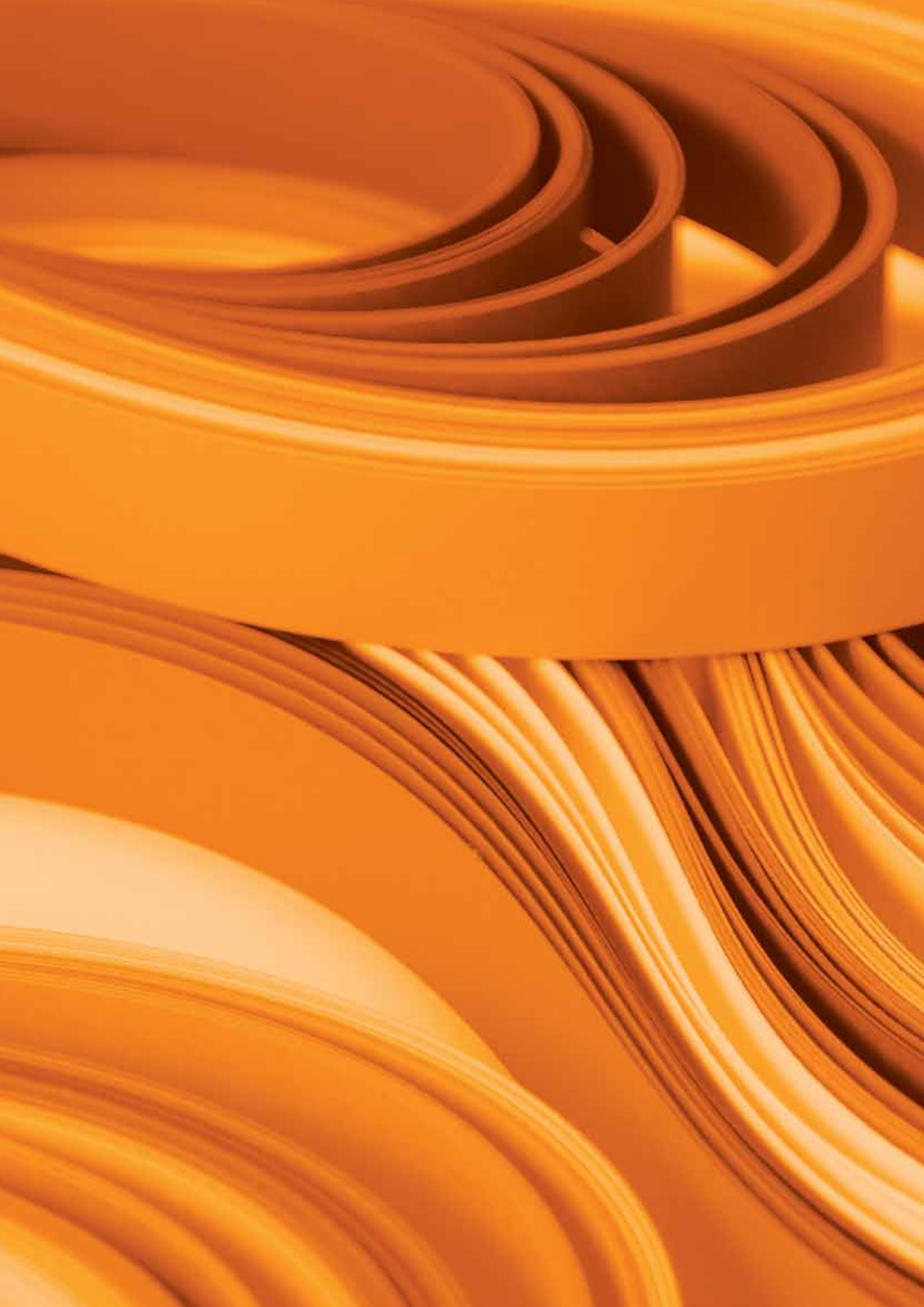
Delivery

Written examination and practical assignments.

EV







The background of the image is a vibrant orange color, featuring a series of concentric, wavy circular lines that create a sense of depth and movement, resembling a stylized topographical map or a series of overlapping rings.

AUTOMOTIVE ENGINEERING

Motor Vehicle Engineering

3905

Aim

This qualification is designed to provide future engineers with the knowledge and practical skills required in motor vehicle engineering. It has a progressive structure suitable for front-line workers or individuals beginning an academic training programme through to those preparing for or working at first line management.

The qualification is designed to deliver a high level of occupational capability and provide a sound foundation for progression into managerial positions or higher education.

Career

- Motor Vehicle Mechanic
- Motor Vehicle Supervisor
- Motor Vehicle Technician

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Technician Certificate/Diploma
- Level 3 IVQ Technician Diploma/Advanced Diploma
- Level 5 IVQ Advanced Technician Diploma

Pathways

Applies to Advance Diploma and Advanced Technician Diploma levels only.

Diagnostic Techniques

- Light Vehicles
- Heavy Vehicles

Motor Vehicle Engineering

- Light Vehicles
- Heavy Vehicles

Motor Vehicle Management

- Light Vehicles
- Heavy Vehicles

Delivery

Written examination and practical task.

EV FTD IVQ

Vehicle Maintenance and Repair

4101

Aim

For individuals who work or want to work as technicians across a range of vehicle types. It allows learners to develop and practise the problem solving and diagnostic skills from basic to advanced level, required for employment and/or career progression in the automotive sector.

Career

- Accident Repairer
- Motor Vehicle Technician
- Motor Vehicle Valet
- Vehicle Estimator
- Vehicle Inspector

Level

- Level 1 Certificate/Specialist Certificate
- Level 2 Diploma/ Specialist Diploma
- Level 3 Advanced Diploma/Specialist Advanced Diploma

Pathways

- Light vehicle
- Heavy vehicle
- Motorcycle
- Auto-electrical
- Mobile electrics and security
- Air-conditioning and climate control
- Body repair
- Refinishing

To achieve the Specialist route, learners must complete an additional studies unit in Mathematics, Science and Communication at Certificate level and Mathematics, Science and Electronics at Diploma and Advanced Diploma level.

Delivery

Online multiple choice tests and practical tasks .

EV 24







BUSINESS, IT AND EMPLOYMENT SKILLS

Book-keeping and Accounts

8991

Aim

This qualification is designed for individuals who wish to start or advance their career in the accounting sector. It covers a broad range of topics from basic book-keeping practices to the recording and interpretation of complex financial transactions.

Career

- Accounting Technician
- Accounts Clerk
- Finance Clerk
- Private Practice Accountant

Level

1, 2, 3

Delivery

On-demand written examination.

Business Finance

8990

Aim

This qualification is designed to develop numerical, graphical, financial and presentational skills suitable for use within a wide range of organisations. It allows learners to complete routine tasks (at lower levels), and prepare and analyse numerical and financial information used by management to monitor and control, make decisions and solve problems (at the more advanced levels).

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

1, 2, 3

Delivery

On demand written examination.

Business Studies

8954

Aim

This qualification is designed for individuals who work in office-based administrative and managerial roles and provides a broad understanding of modern business in an international context.

Career

- Administrator
- Clerk

Level

1, 2

Delivery

On-demand written examination.

Computerised Accounts

8989

Aim

This qualification is designed for individuals wanting to enter or progress in the field of computerised accounts. It helps learners develop competence in the practical use of computerised accounts software to produce accurate, professional and well presented accounts employing an appropriate range of accounting activities.

Career

Occupations accessible to the individual will depend on the industry chosen.

Level

1, 2, 3

Delivery

On-demand written examination.

Customer Service

8992

Aim

This qualification allows individuals to learn, develop and practise the skills required for employment and/or career progression in the Customer Service sector.

Careers

- Customer Service Advisor
- Customer Service Assistant
- Customer Service Manager
- Customer Service Team Leader

Level

1, 2, 3

Delivery

On-demand written examination.

Customer Service and Selling **8412 / 8413** **8414 / 8415 / 8416**

Aim

These introductory qualifications form part of a portfolio designed to develop the skills and knowledge required to operate in a customer service or sales related position.

Career

- Customer Service Assistant
- Sales Assistant

Level

Introductory Award.

Pathways

Generic qualification

Customer Service, Selling and Conflict Handling.

Hospitality specific qualification

Customer Service and Selling.

Delivery

Written examination and assignment.

Desktop Publishing **8983**

Aim

This qualification is designed for individuals who need to use desktop publishing programmes. It is available at two levels, suitable for beginners and those looking to use more advanced features.

Career

- DTP Operator
- Graphic Designer
- Journalist
- Marketing Manager
- Multimedia Designer
- Newspaper Editor
- Writer

Level

1, 2

Delivery

On-demand written examination.

Information Technology **7267**

Aim

This qualification will help both Users (training people who use a computer at work or in their studies) and Practitioners (training those who install, maintain, support, and develop computer systems).

Career

These qualifications are perfect for learners using ICT as part of their job role, and for anyone – from secretary to supervisor, and right up to senior manager – who works with a computer.

Level

- Level 1 Certificate
- Level 2 Diploma
- Level 3 Advanced Diploma

Pathways

- IT Users
- Systems Supporters
- Software Developers

Delivery

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

EV IVQ

NB: This qualification replaces the IVQs in Information Processing (7235), Certificate in Information Technology (7621) and E-Quals (7262).

Keyboarding 8964

Aim

This qualification is designed to test the learners' ability to proofread continuous copy and to operate a keyboard effectively. It is aimed at those who are training to be keyboard operators rather than typists.

Career

- Administration Officer
- Call Centre Operator
- Database Operator

Level

2

Delivery

On-demand practical assessment.

Office Procedure 8993

Aim

This qualification is designed for individuals who have worked, are working or looking to work in first-level administrator roles and requiring basic knowledge of office procedures.

Career

- Administrative Assistant/Administrator
- Receptionist
- Secretary

Level

1, 2

Delivery

Written examination and practical assessment.

Practical Data Processing 8966

Aim

This qualification is designed for individuals seeking a first qualification in the use of standard data processing software to produce accurate and well-presented documents.

Level

- Elementary
- Intermediate

Delivery

On-demand practical assessment.

Sales and Marketing 4410

Aim

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

Career

- Bank/Building Society Customer Adviser
- Care Assistant
- Contact Centre Operative
- Customer Service
- Customer Service Adviser
- Customer Service Assistant
- Local Government Customer Service Officer
- Receptionist
- Retail Assistant
- Service Assistant

Level

2

Delivery

Written examination and assignment.

EV IVQ

Shorthand 8980

Aim

This qualification is designed for individuals who undertake a role that involves the accurate transcription of the spoken word. It tests shorthand speeds from 50 to 120 words per minute in all recognised shorthand systems, including Braille and Stenograph.

Career

- Executive/Personal Assistant
- Journalist
- Reporter
- Secretary

Level

2

Delivery

Written examination.

Skills Certificate in Health and Safety 1100

Aim

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

Career

Health and Safety Practitioner.

Level

Certificate.

Delivery

Practical assessment.

EV IVQ

Skills Foundation Awards 3528

Aim

This qualification is designed to provide practical skills to enable learners to undertake certain jobs at a very basic entry point.

Career

Internal Verifier.

NB: occupations accessible to the learners will depend on the pathway chosen.

Level

Skills Foundation.

Pathways

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

Delivery

Practical activities and oral questions.

EV

Skills Proficiency Awards 3529

Aim

This qualification builds on the skills acquired from the Skills Foundation Awards. It also offers the opportunity of formal recognition of practical skills for people already working in various occupational areas but with no formal qualifications.

Career

The occupation accessible to the individual will depend on the pathway chosen.

Level

Skills Proficiency.

Pathways

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

Delivery

Practical activities and oral questions.

EV

Spreadsheet Processing Techniques **8970**

Aim

This qualification is designed to enable individuals to develop and extend spreadsheet processing skills and is suitable for beginners and professionals, who use spreadsheets and want to gain recognition for their skills.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

- Advanced
- Essential
- Intermediate

Delivery

On-demand practical assessment.

Using Email and the Internet **8982**

Aim

This qualification is designed to enable individuals to use e-mail and the Internet. It tests learners' abilities in using e-mail and the Internet efficiently to communicate and to obtain information. Learners should have appropriate computer and keyboarding skills.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

1, 2

Delivery

On-demand written examination.

Visual Presentations **8974**

Aim

This qualification enables individuals to use visual presentation software. It is suitable for those who need to prepare and edit presentations using both text and graphics presentational software to a given specification and professional standard.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level

Intermediate.

Delivery

On-demand practical assessment.

Word Processing Techniques **8975**

Aim

This qualification enables individuals to use practical skills and word processing software in order to produce accurate and well presented documents.

Career

The occupation accessible to the individual will depend on the industry chosen.

Level


- Essential
- Intermediate
- Advanced

Delivery

On-demand practical assessment.





The background of the image is an abstract, dynamic pattern of swirling lines in various shades of green and yellow. The lines are thick and fluid, creating a sense of motion and depth. The colors transition from bright yellow-green to a deeper, more saturated green, with some darker, almost black, areas in the shadows of the swirls.

CONSTRUCTION AND ENGINEERING TECHNOLOGY

Computer Aided Draughting and Design Using AutoCAD

7579

Aim

This qualification is designed to help individuals use AutoCAD software to produce a variety of drawings including graphic design, architecture and engineering.

Career

- Cad Draughtsperson
- Engineering Craft/Cnc Machinist
- Engineering Operative

Level

2, 3, 4

Pathways

- 2D Computer Aided Design
- 2D Computer Aided Design
- 3D Design and Solid Modelling
- 3D design using AutoCAD
- Auto LISP Programming
- AutoCAD AEC use in the Built Environment
- AutoCAD Customisation and System Management
- Computer Aided Draughting Design Using AutoCAD

Delivery

Written examination and practical assignment.

EV 24

Construction Industry

6161

Aim

This qualification is designed for individuals who want to start a career in the construction industry and for those looking to take on advanced skills and responsibilities in a wider range of craft areas.

Careers

- Bricklayer
- Carpenter/joiner
- Construction operative
- Construction supervisor/manager
- Electrical engineer
- Electrician
- Painter and decorator
- Plumber
- Refrigeration engineer
- Supervisor/team leader

Level

- Level 1 IVQ Certificate

- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Pathways

- Electrical Installation
- Painting and Decorating
- Plumbing
- Refrigeration and Air Conditioning
- Timber Vocations (site carpentry/bench joinery)
- Trowel Vocations

Delivery

Written examination and practical assessment.

EV IVQ

Engineering Skills

1155

Aim

This qualification is designed for individuals who want to start a career in one of the craft engineering occupations. It is also suitable for people already in employment who want to gain formal recognition for their skills and knowledge and those wishing to re-train and work in the engineering sector.

Career

- Electrical Engineer
- Electrical Engineering Technician
- Electrician
- Electronic Engineering Technician
- Electronics Engineer
- Engineering Maintenance Technician
- Engineering Operative
- Mechanical Engineering Technician
- Metals Engineering Technician
- Plater/Fabricator
- Sheet Metal Worker
- Steel Erector/Fabricator
- Welder

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma

Pathways

(IVQ Diploma level only)

Electrical Engineering

- Metal Machining
- Mechanical Fitting and Plant Maintenance
- Fabrication, Welding and Pipework
- Electronic Engineering

Delivery

Written examination and practical assessment.

EV IVQ

Oil and Gas

8510

Aim

The qualification focuses on the development of the underlying principles and practical skills required in the oil and gas industry. The qualification is designed to deliver a high level of occupational capability and provide a sound foundation for progression into managerial positions or higher education.

Level

Level 3 IVQ Advanced Diploma.

Career

- Process Technician
- Electrical Maintenance Technician
- Mechanical Maintenance Technician
- Instrumentation Maintenance Technician

Pathways

- Mechanical Maintenance Technician
- Electrical Maintenance Technician
- Instrumentation Maintenance Technician
- Process Technician

Delivery

Practical tasks as well as written and oral knowledge questions.

EV IVQ

Process Technology

0603

Aim

This qualification is aimed at individuals working across a wide range of process industries, such as chemical processing, metal production, petroleum operations and pharmaceutical operations.

Career

- Chemical Plant Process Worker
- Engineering Maintenance Fitter
- Engineering Maintenance Technician
- Engineering Operative
- Foundry Process Operator
- Metals Industry Production Operative
- Production Engineer.

Level

2, 3

Pathways:

Level 2: Certificate in Process Technology

- Chemical Process
- Metal Production

- Petroleum Operations

Level 3: Certificate in Process Technology

- Chemical process
- Metal production
- Petroleum operations

Delivery

Core level 2 units will be assessed using an on-line GOLAS system using multiple choice tests. All other units are either City & Guilds set assessments or centre set assignments based on City & Guilds guidance.

EV IVQ

Technician Awards in Electrical and Electronic Engineering

8030 (2000)

Aim

This qualification is designed to provide future engineers with the knowledge and practical skills required in electrical and electronic engineering. It has a progressive structure suitable for front-line workers or individuals beginning an academic training programme through to those preparing for or working at first line management.

The qualification is designed to deliver a high level of occupational capability and provide a sound foundation for progression into managerial positions or higher education.

Career

- Electrical Engineer
- Electrical Engineering Technician
- Electrician
- Electronic Assembler
- Electronic Engineering Technician
- Electronic Engineer

Level

- Level 2 IVQ Technician Certificate
- Level 3 IVQ Technician Diploma
- Level 5 IVQ Advanced Technician Diploma

Pathways

- Electrical Engineering (Level 3 and Level 5)
- Electrician (Level 3 and Level 5)

Delivery

Technician Certificate and Technician Diploma: written examination and practical assignment.

Advanced Technician Diploma: written examination and a project.

EV FTD IVQ

Technician Awards in Engineering

2565

Aim

This qualification is designed to provide future engineers with the knowledge and practical skills required in engineering. It has a progressive structure suitable for front-line workers or individuals beginning an academic training programme through to those preparing for or working at first line management.

The qualification is designed to deliver a high level of occupational capability and provide a sound foundation for progression into managerial positions or higher education.

Level

- Level 2 IVQ Technician Certificate
- Level 3 IVQ Technician Diploma
- Level 5 IVQ Advanced Technician Diploma

Pathways

Level 2 IVQ Technician Certificate in Engineering

- Mechanical
- Mechanical, Electrical and Electronic
- Electrical and Electronic

Level 3 IVQ Technician Diploma in Engineering

- Mechanical Engineering – Manufacturing
- Mechanical Engineering – Plant Technology
- Mechanical and Electrical Engineering – Design and Manufacture
- Mechanical and Electrical Engineering – Plant Technology
- Mechanical and Electrical Engineering – Mechatronics

Level 5 IVQ Advanced Technician Diploma in Engineering

- Mechanical Engineering – Manufacturing
- Mechanical Engineering – Plant Technology
- Mechanical and Electrical Engineering – Design and Manufacture
- Mechanical and Electrical Engineering – Plant Technology
- Mechanical and Electrical Engineering – Control Systems

Delivery

Written examination and practical assignment.

EV FTD IVQ

Technician Awards in the Construction Industry

6165

Aim

This qualification is designed to prepare learners for their intended roles as technologists, engineers and managers in a wide range of construction and related occupations.

Career

- Construction Manager
- Construction Supervisor
- Quantity Surveyor

Level

- Level 2 IVQ Technician Certificate
- Level 3 IVQ Technician Diploma
- Level 5 IVQ Advanced Technician Diploma

Pathways

- Construction
- Quantity Surveying (only at Technician Diploma and Advanced Technician Diploma levels)

Delivery

Written examination and practical assessment.

EV FTD IVQ

Telecommunication Systems

2730

Aim

This qualification is designed for individuals who are seeking a career as a technician in the telecommunications industry. It is suitable for those who want to become supervisors or senior technicians, or those who want to work in ICT management.

Career

- International Telecommunications Network Manager
- Network Planner
- Radio Systems Design Engineer
- Satellite Communications Engineer
- Systems Production Supervisor

Level

- Advanced Technician Diploma
- Technician Certificate
- Technician Diploma

Delivery

Written examination or online test and practical assignment.

EV FTD IVQ 24

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





The background is a vibrant green with a complex, organic pattern of flowing, wavy lines that create a sense of movement and depth. A bright, glowing light source is visible in the upper left, casting a strong beam of light across the scene and creating a gradient of green tones. The overall effect is dynamic and visually striking.

CREATIVE AND MEDIA

Design and Craft

7716

Aim

This suite of qualification is designed to provide individuals with craft skills that form the basis of a cultural tradition, whilst promoting the highest level of innovation and design. As well as learning how to run a creative business, those with a qualification in the Creative subjects will have the ability to become well-informed designers in their chosen craft subject, able to create well-designed, professional quality, saleable craft items.

Career

- Art Editor
- Art Exhibition Organiser
- Art Therapist
- Costume Designer
- Fashion/Clothing Designer
- Fine Artist
- Footwear Designer
- Garden Designer
- Graphic Designer
- Hat Designer/Milliner
- Illustrator
- Jeweller
- Leather Craftworker
- Multimedia Designer
- Screen Printer
- Sculptor
- Signwriter/Signmaker
- Technical Illustrator
- Textile Designer
- Textile Dyeing Technician
- Wallpaper Designer

Level

1,2,3

Pathways

- 3D studies
- Conservation and restoration
- Creative techniques
- Fashion
- Floral display
- Furnishings
- Interior décor
- Millinery
- Sugarcraft
- Stitched textiles
- Visual techniques

Delivery

Practical assignments.

NB: This qualification is available by special arrangements only. Please contact your nearest branch office or representative for details.



Photo Imaging

7512

Aim

This qualification is designed to allow individuals to explore a wide range of topics, including equipment use, studio and location photography, the business side of photography and how to print, present and store photos.

Career

- Medical Photographer
- Photographer
- Photographer Stylist
- Photographer Technician

Level

- Level 1: Awards, Certificate, Diploma
- Level 2: Awards, Certificate, Diploma
- Level 3: Awards, Certificate, Diploma

Delivery

Practical assignments.



Media Techniques

7601

Aim

This qualification is designed to offer a range of practical and hands-on skills that employers in the creative media industry require from prospective recruits.

Career

- Advertising Art Director
- Advertising Creative/Copywriter/Director
- Advertising Media Planner
- Animator
- Art Editor
- Audio Visual Technician
- Broadcast Engineer
- Broadcast Journalist
- Computer Games Designer
- Computer Games Technical Support Person
- Copy Editor
- Graphic Designer
- Illustrator
- Internet/Web Professional
- Lighting Technician
- Make-up Artist
- Media Researcher
- Multimedia Designer
- Newspaper Editor
- Production Engineer
- Radio Produce
- TV/Film Camera Operator
- TV/Film Director
- TV/Film Editor
- TV/Film Floor Manager
- TV/Film Producer
- TV/Film Production Assistant
- TV/Film Runner
- TV/Film Theatre Wardrobe Assistant
- TV/Film Announcer/Presenter

Level

Level 3

Pathways

- Broadcast Journalism
- General
- Radio and Print Journalism
- Radio Journalism
- Radio Studio Production
- TV and Print Journalism
- TV Journalism
- TV Studio Production
- Video Production

Delivery

Practical assignments.

EV

Sound and Music Technology

7503

Aim

This qualification is designed for individuals who work or want to work in the music technology and sound engineering industries. Learners can choose from a range of units in order to specialise in different areas.

Career

- Music Composer
- Music Teacher
- Music Therapist
- Sound Engineer In The Recording Industry
- Sound Engineer In The Theatre
- Sound Technician

Level

- 1, 2, 3
- Diploma

Pathways

(Diploma level only)

- Music Technology and Sound Production
- Music Technology and Sound Engineering
- Sound and Music Technology
- Sound Engineering

Delivery

Practical assignment.

EV 24



The background of the image is a vibrant blue with a series of concentric, wavy lines that create a sense of motion and depth, resembling a stylized eye or a spiral. The lines are more pronounced in the center and fade towards the edges.

EDUCATION AND TRAINING

Introduction to Training Skills 1106

Aim

This award is designed as a two-day program to provide an introduction to training and assessment. It is suitable for individuals who train others in basic or routine activities and also for those considering starting a career in teaching or training.

The qualification offers possible progression to the IVQ Diploma in Training Skills and the IVQ Advanced Diploma in Teaching, Training and Assessing Learning.

Career

- Teacher's Assistant
- Training Learning Assistant
- Trainer

Level

Introductory Award.

Delivery

Multiple choice quiz, group discussions and practical activities.

EV

Training Skills 1106

Aim

The qualification is designed to enable individuals to work under the supervision of a training manager or as part of the team of teachers and trainers.

Career

- Assessor
- Internal verifier
- Teacher
- Trainer

Level

Level 2 IVQ Diploma.

Delivery

Written and practical assignments.

EV IVQ

Teaching, Training and Assessing Learning 1106

Aim

This qualification is designed for individuals who deliver training or are employed in post-16 education and training.

Career

- Assessor
- Internal verifier
- Teacher
- Trainer

Level

- Level 3 IVQ Advanced Diploma
- Level 3 IVQ Specialist Advanced Diploma

Delivery

Written examination, practical assignments and holistic report.

EV IVQ







ENGLISH QUALIFICATIONS

English for Business Communications (EBC) 8959

Aim

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

Career

The occupations accessible to the learners will depend on the industry chosen.

Level

1, 2, 3

Delivery

Written examination.

English for Office Skills 8960

Aim

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

Career

The occupations accessible to the learners will depend on the industry chosen.

Level

1, 2

Delivery

Written examination.

Spoken English Test (SET) for Business 8981

Aim

This qualification assesses a learner's ability to speak English in realistic business situations. It is suitable for individuals who already work in an occupation that requires them to speak English. It tests the learner's English at six levels. These levels are broadly equivalent to the levels of the Common European Framework.

Career

The occupation accessible to the team will depend on the industry chosen.

Level

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

*Common European Framework levels.

Delivery

One to one oral interview.

International English for Speakers of Other Languages (IESOL) 8984

Aim

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

It is available at six levels and is designed for non-native speakers of English who need to prove and/or improve their language competence. It can be taken as a stand alone qualification or as a complement to the International Spoken ESOL (ISESOL) qualification (8985).

Level

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

*Common European Framework levels.

Delivery

Written examination.

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

Aim

This qualification is a communicative test of speaking skills for non-native speakers of English. It is available at six levels and is designed to help learners develop confidence and proficiency in spoken English, boosting the skills required for successful communication. It can be taken as a stand alone qualification or as a complement to the International ESOL (IESOL) qualification (8984).

Level

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

*Common European Framework levels.

Delivery

One to one oral interview.

Young Learners' English for Speakers of Other Languages 8962

Aim

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

Level

- Basic
- Elementary

Delivery

On-demand written examination.

Young Learners' Spoken English for Speakers of Other Languages 8969

Aim

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

Level

- Basic
- Elementary

Delivery

One to one oral interview.

Access Certificate in English Language Teaching (ACE) 8575

Aim

Access Certificate in English Language Teaching (ACE) is an initial qualification for English language teachers. ACE enables learners to develop language awareness, communication and practical teaching skills.

It is aimed at newcomers to the profession who want an initial English language teaching qualifications, practising English language teachers who need to upgrade their skills and qualifications or teachers who want to move into English teaching.

Level

4

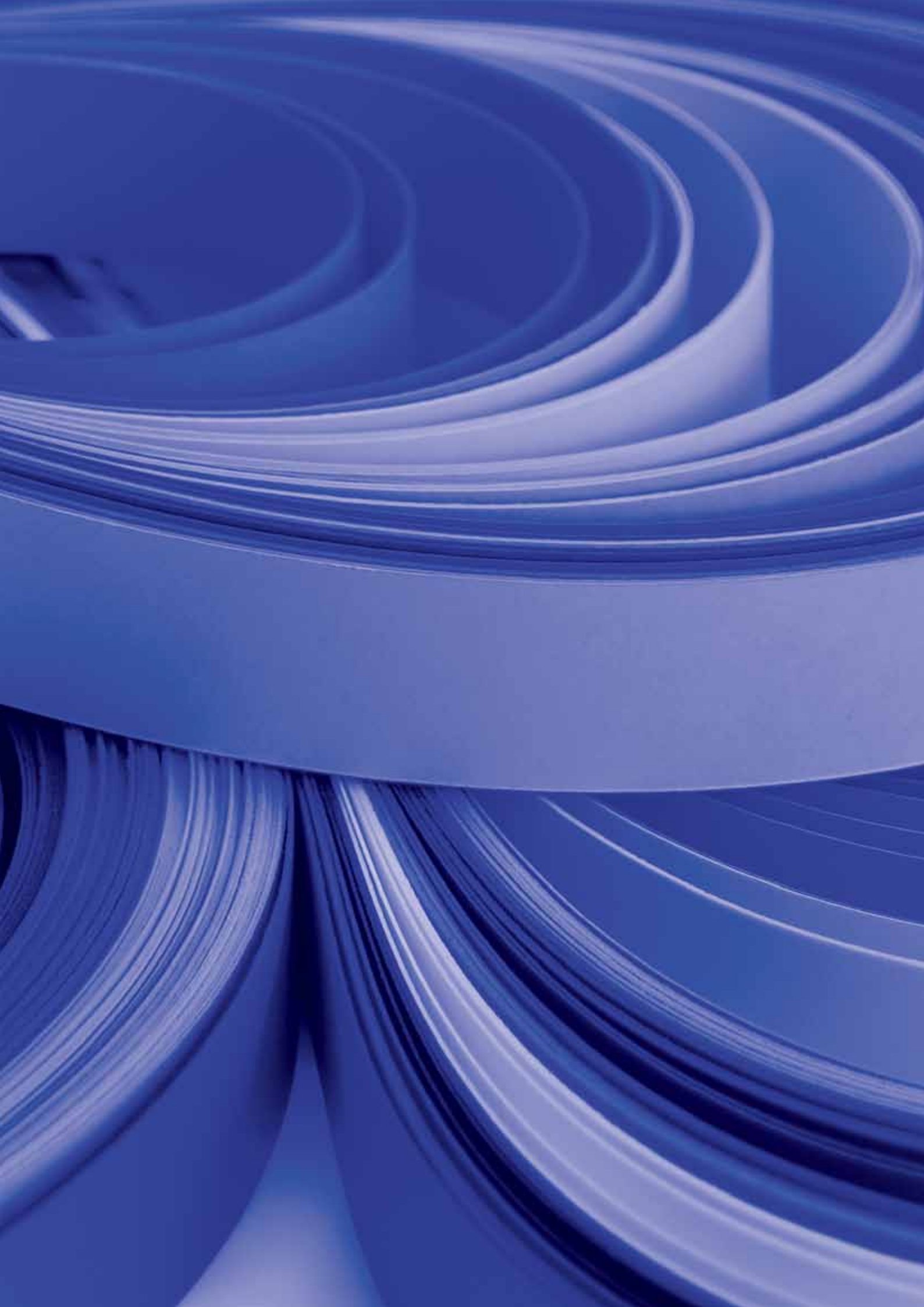
Delivery

Foundations of English Language Teaching (FELT):

Written examination or online examination.

Supervised Teaching Practice (STP):

Portfolio and observation of teaching practice.



The background is a solid blue color with a series of concentric, overlapping circular bands that create a sense of depth and movement, resembling a stylized spiral or a series of rings.

HEALTH CARE

Health Care

8629

Aim

This qualification is designed for individuals who work or aim to work as care workers in the health care sector and allows learners to develop and practice the skills required for employment and/or carer progression within the industry.

Career

- Full-time Health and Care Worker*
- Part-time Health and Care Worker*
- Volunteer Health Care Worker*

*In a range of settings including residential, day care, hospital, housing, domiciliary, community support service or home care.

Level

- Level 2 IVQ Diploma
- Level 2 IVQ Specialist Diploma

Delivery

Practical assignment.

EV **IVQ**







The background is a deep purple color with a complex, abstract pattern. It features concentric circles and flowing, wavy lines that create a sense of movement and depth. The lines are lighter in color than the background, creating a subtle contrast.

LEADERSHIP AND MANAGEMENT

ILM Foundation Award in Management Principles (FAMP)

Aim

The Foundation Award in Management Principles (FAMP) is designed to recognise individuals' industry knowledge in four core principles of management. It has been developed for learners who have already achieved, or are studying towards, an International Vocational Qualification (IVQ) where some elements of management theory have been covered.

Level

Equivalent to UK QCF Level 2.

Delivery

Multiple choice.

ILM IQual Award in Team Leading

Aim

This qualification is designed for those moving into or starting out in team leadership and covers a range of subject areas including coaching, managing change and workplace information systems.

Level

Equivalent to UK QCF Level 2.

Delivery

Reflective review of assessments.

ILM IQual Certificate in Team Leading

Aim

This qualification is designed for individuals with some experience in leading teams who are looking for recognition of their existing experience and to further develop their skills and who wish to develop their knowledge in a flexible and practical way.

Level

Equivalent to UK QCF Level 2.

Delivery

Mandatory unit assessed through a reflective review and practical assignment.

ILM IQual Award in First Line Management

Aim

This qualification is designed for individuals moving into or starting out in first line management and covers a range of subject areas including team building, creativity and innovation and managing budgets and resources.

Level

Equivalent to UK QCF Level 3.

Delivery

Work-based assignment and reflective review.

ILM IQual Certificate in Middle Management

Aim

This qualification is designed for individuals moving into, or already working in a middle management role who are looking for recognition of their existing skills and experience and wish to develop this further. It recognises existing skills and experience and helps to develop those needed to succeed and progress in your career.

Level

Equivalent to UK QCF Level 4.

Delivery

Mandatory unit assessed through a reflective review and practical assignments.

ILM IQual Diploma in Advanced Management

Aim

This qualification is designed to provide formal development for practising managers working across all industries. It covers a wide range of management skills required for senior management roles including managing for efficiency and effectiveness, recruitment, powerful presentations and project management.

Level

Equivalent to UK QCF Level 5.

Delivery

Work-based assignments and improvement report and innovation report.





The background of the image is a vibrant purple with a series of concentric, overlapping circular bands that create a sense of depth and movement, resembling a spiral or a series of stacked rings.

PROFESSIONAL DEVELOPMENT

Full Technological Diplomas (FTDs)

FTDs are available to those who are currently working in a supervisory role and who successfully complete the Technician Diploma and Advanced Technician Diploma in one of the following qualifications: 2565, 2730, 3905, 6165, 7235 and 8030 (2000).

To be eligible for to take the FTD, learners must provide a portfolio of evidence to show at least two years' work experience, together with letters from each of their previous employers, a personal, up-to-date curriculum vitae (CV) and any other information that they consider relevant.

A completed FTD application form is available at www.cityandguilds.com/international

All FTD applications and queries should be sent to archiveservices@cityandguilds.com

Senior Awards

Our range of Senior Awards recognise experience and achievements at supervisory and management levels.

More details can be found at www.cityandguilds.com/seniorawards

Higher Level Qualifications (HLQs)

The Higher Level Qualifications (HLQs) are designed to offer a flexible approach to learning and professional development and are particularly suitable for individuals who have progressed or wish to progress to senior level positions by going through the vocational, rather than the traditional academic route.







SECURITY AND SPECTATOR SAFETY

Security Personnel

1887

Aim

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

Career

Security Guard.

Level

2

Delivery

Practical tasks.

EV

Spectator Safety

6850

Aim

This qualification is designed to provide individuals with the essential knowledge and practical skills required to work within the spectator event stewarding sector. It is mainly aimed at people who are already employed in the industry.

Career

- Event Stewards (sports, music industry etc.)
- Football Safety Officers
- Spectator Safety supervisor
- Volunteers

Level

- Level 2 in Spectator Safety
- Level 3 in Supervising Spectator Safety

Delivery

Practical assignment containing written questions and practical observations.

Assessors should be vocationally competent and have a good understanding of the standards and the assessment requirements and hold a suitable training qualification.

EV

Licence to Practise in the Private Security Industry

1892

Aim

This qualification is designed for individuals looking for a career or progression in the security industry and require a license to practice. It provides learners with an understanding of the principles of health and safety, effective communication, customer care and the legislation that regulates the private security industry in the UK.

Career

- CCTV Operative
- Close Protection Officer
- Door supervisor
- Security Manager
- Security Officer

Level

2, 3

Delivery

Multiple choice examination and practical demonstrations of skills attained.







SERVICE INDUSTRIES

Accommodation Operations and Services 7068

Aim

This qualification is designed for individuals in training or already employed in accommodation operations. It develops the knowledge and skills required to operate effectively in the sector from carrying out general accommodation procedures to supervising the overall accommodation operation and accompanying services. The qualification provides a sound platform from which to progress to employment, higher education and management level roles.

Career

- Head Housekeeper
- Housekeeper
- Room Attendant
- Trainee Housekeeper
- Weekend Supervisor

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Delivery

Written examination and practical assessment.

EV **IVQ**

Barista Skills 7102

Aim

This qualification is designed for individuals who wish to work as a barista in a variety of locations. It develops the knowledge and skills required to prepare, present and serve beverages while creating the best beverage experience.

Career

Barista.

Level

2

Delivery

Practical assignment containing written questions and practical observations.

EV

Beauty Therapy 1123

Aim

This qualification is designed for individuals looking to work or already employed in the beauty therapy industry. It develops the knowledge and skills required to carry out a wide range of beauty therapy treatments and to operate in a variety of work settings within the sector. The qualification provides a sound platform from which to progress to employment, higher education and management level roles.

Career

- Beauty Therapist
- Image and Department Adviser
- Merchandiser
- Product promoter
- Retail Trade Receptionist
- Receptionist

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Delivery

Written examination and practical assessment.

EV **IVQ**

Beauty Therapy 6903

Aim

This qualification provides learners with a broad understanding of the beauty industry and the practical skills and knowledge required to work within it. It is designed to deliver a high level of occupational capability and provides a sound platform from which to progress to employment, higher education and management level roles.

Career

- Hairdresser
- Image and Department Adviser
- Merchandiser
- Product Promoter
- Retail Trade Receptionist
- Receptionist

Level

- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Pathways

Diploma

- Beauty Therapy

- Beauty Consultancy
- Nail Technology

Advanced Diploma

- Beauty Therapy
- Body Treatments

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

Delivery

Written and practical assignment, multiple choice question papers, research and report activities and practical observations.

EV IVQ

Food and Beverage Service

7066

Aim

This qualification is designed for individuals entering or already employed in the food and beverage service industry, including those with supervisory responsibilities. It develops the knowledge and skills required to operate effectively in the food and beverage service sector and provides a sound platform from which to progress to employment, higher education and management level roles.

Career

Waiter.

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Delivery

Written examination and practical assessment.

EV IVQ

Food Preparation and Culinary Arts

7065

Aim

This qualification is designed for individuals in training or already employed in the catering industry, including those with supervisory responsibilities. It develops the knowledge and skills required to operate effectively in the food preparation sector and provides a sound platform from which to progress to employment, higher education and management level roles.

Career

- Commis Chef

- Cook in a school or care home
- Trainee Chef
- Trainee Cook

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Pathways

Patisserie (Diploma level only).

Delivery

Written examination and practical assessment.

EV IVQ

Hairdressing

1122

Aim

This qualification is designed for individuals looking to work or already employed in the hairdressing industry. It develops the knowledge and skills required to carry out a wide range of hairdressing treatments and to operate in a variety of work settings within the sector. The qualification provides a sound platform from which to progress to employment, higher education and management level roles.

Career

- Hairdresser
- Image and Department Adviser
- Merchandiser
- Product promoter
- Retail Trade Receptionist
- Receptionist

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Pathways

Certificate

- All hair types except African Caribbean
- African Caribbean only

Diploma

- All hair types except African Caribbean
- African Caribbean only

Advanced Diploma

- All hair types

Delivery

Written examination and practical assessment.

EV IVQ

Hairdressing

6902

Aim

This qualification will provide learners with a broad understanding of the hairdressing industry and the practical skills and knowledge required to work within it. It is designed to deliver a high level of occupational capability and provides a sound platform from which to progress to employment, higher education and management level roles.

Careers

- Hairdresser
- Image and Department Adviser
- Merchandiser
- Product Promoter
- Retail Trade Receptionist
- Receptionist

Level

- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Pathways

Diploma

- Women's Hairdressing
- Barbering
- African Caribbean Women's Hairdressing

Advanced Diploma

- Women's Hairdressing
- Barbering
- African Caribbean Women's Hairdressing

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

Delivery

Written and practical assignment, multiple choice question papers, research and report activities and practical observations.

EV IVQ

Reception Operations and Services

7067

Aim

This qualification is designed for individuals in training or already employed in a front office/reception area of an accommodation or catering establishment. It develops the knowledge and skills required to operate effectively in the sector from carrying out general reception procedures to supervising the overall operation and accompanying services of front office/reception. The qualification provides a sound platform from which to progress to employment, higher education and management level roles.

Career

Hotel Receptionist.

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Delivery

Written examination and practical assessment.

EV IVQ

Retailing

1121

Aim

This qualification is designed for individuals in training or already employed in the retail sector and develops the skills and knowledge required to progress to first level management. It provides a sound platform from which to progress to employment, higher education and management level roles.

Career

- Retail Salesperson
- Retail Supervisor
- Retail Manager

Level

- Certificate*
- Diploma**
- Advanced Diploma**

Delivery

* Multiple Choice examination with the option of a practical assessment.

** Written examination and practical assessment.

EV IVQ

Travel and Tourism

4867

Aim

This qualification is designed for individuals in training or already employed in a service outlet. It develops the knowledge and skills required to operate effectively in the travel and tourism sector provides a sound platform from which to progress to employment, higher education and management level roles. The qualification reflects both the international nature of the tourism industry and the local activities that are essential to meet customer needs.

Career

- Customer Services Supervisor in a tourist information centre
- Customer Services Supervisor in a transport provider
- Guide Supervisor
- Supervisor in a travel agency
- Tour Operator

Level

- Level 1 IVQ Certificate
- Level 2 IVQ Diploma
- Level 3 IVQ Advanced Diploma

Delivery

Written examination and practical assessment.

EV IVQ

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- 2565 Technician Awards in Engineering **38**
- 2730 Telecommunication Systems **38**
- 3528 Skills Foundation Awards **31**
- 3529 Skills Proficiency Awards **31**
- 3905 Motor Vehicle Engineering **24**
- 4101 Vehicle Maintenance and Repair **24**
- 4410 Sales and Marketing **30**
- 4867 Travel and Tourism **73**
- 6161 Construction Industry **36**
- 6165 Technician Awards in the Construction Industry **38**
- 6850 Spectator Safety **66**
- 6902 Hairdressing **72**
- 6903 Beauty Therapy **70**
- 7065 Food Preparation and Culinary Arts **71**
- 7066 Food and Beverage Service **71**
- 7067 Reception Operations and Services **72**
- 7068 Accommodation Operations and Services **70**
- 7102 Barista Skills **70**
- 7267 Information Technology **29**
- 7503 Sound and Music Technology **43**
- 7512 Photo Imaging **42**
- 7579 Computer Aided Draughting and Design Using AutoCAD **36**
- 7601 Media Techniques **43**
- 7716 Design and Craft **42**
- 8030 (2000) Technician Awards in Electrical and Electronic Engineering **37**
- 8100 Agriculture **20**
- 8412, 8413, 8414, 8415, 8416 Customer Service and Selling **29**
- 8510 Oil and Gas **37**
- 8575 Access Certificate in English Language Teaching (ACE) **51**
- 8629 Health Care **54**
- 8954 Business Studies **28**
- 8959 English for Business Communications (EBC) **50**
- 8960 English for Office Skills **50**
- 8962 Young Learners' English for Speakers of Other Languages **51**
- 8964 Keyboarding **30**
- 8966 Practical Data Processing **30**
- 8969 Young Learners' Spoken English for Speakers of Other Languages **51**
- 8970 Spreadsheet Processing Techniques **32**
- 8974 Visual Presentations **32**
- 8975 Word Processing Techniques **32**
- 8980 Shorthand **30**
- 8981 Spoken English Test (SET) for Business **50**
- 8982 Using Email and the Internet **32**
- 8983 Desktop Publishing **29**
- 8984 International English for Speakers of Other Languages (IESOL) **50**
- 8985 International Spoken English for Speakers of Other Languages (ISESOL) **51**
- 8989 Computerised Accounts **28**
- 8990 Business Finance **28**
- 8991 Book-keeping and Accounts **28**
- 8992 Customer Service **28**
- 8993 Office Procedure **30**
- ILM Foundation Award in Management Principles (FAMP) **58**
- ILM IQual Award in First Line Management **58**
- ILM IQual Award in Team Leading **58**
- ILM IQual Certificate in Middle Management **58**
- ILM IQual Certificate in Team Leading **58**
- ILM IQual Diploma in Advanced Management **58**



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