Level 2 Certificate in Warehousing and Storage Principles (1012)

Qualification handbook

500/5764/9

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

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1 Introduction to the qualification

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

Qualification title and level	Level 2 Certificate in Warehousing and Storage Principles
City & Guilds qualification number	1012
Ofqual accreditation number	500/5764/9
Last registration date	31/12/2010
Last certification date	31/12/2012

The Level 2 Certificate in Warehousing and Storage Principles aims to:
- meet the needs of candidates who work or want to work in the warehousing and storage sector
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the warehousing and storage sector
- contribute to the knowledge and understanding towards the related Level 2 NVQ in Warehousing, whilst containing additional knowledge which go beyond the scope of the NOS
- serve as a technical certificate, in the warehousing Apprenticeship framework
- provide valuable accreditation of skills and/or knowledge for candidates, without requiring or proving occupational competence

1.1 Qualification structure

To achieve the Level 2 Certificate in Warehousing and Storage Principles, learners must achieve 14 credits from the mandatory unit.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
L/502/2764	Unit 201	Warehousing and Storage Principles	Mandatory	14	n/a

1.2 Opportunities for progression

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:
- Level 2 NVQ in Warehousing and Storage
- Level 3 NVQ in Logistics Management Operations

1.3 Qualification support materials

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

Description	How to access
Centre guide	www.cityandguilds.com

2 Centre requirements

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

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 2 NVQ in Warehousing and Storage (1009) may apply for approval for the new Level 2 Certificate in Warehousing and Storage Principles (1012) using the **fast track approval form**, available from the City & Guilds website.
Centres may apply to offer the new qualification using the fast track form
- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

2.1 Resource requirements

Human resources

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:
- be technically competent in the area for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualification.

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, training, assessment and verification, 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 this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

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

3 Units

Availability of units

The units for this qualification follow.

They may also be obtained from the centre resources section of the City & Guilds website.

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) **www.accreditedqualifications.org.uk**

Structure of units

The units in this qualification 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

Summary of units

City & Guilds unit number	Title	QCF unit number	Credits
201	Warehousing and Storage Principles	L/502/2764	14

Unit 201 Warehousing and Storage Principles

Level: **2**

Credit value: 14

Unit aim

The aim of this unit is to provide the learner with the knowledge and skills to work effectively, safely and legally within the warehousing and storage sector.

This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding. The unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Learning outcomes

There are **five** learning outcomes to this unit. The candidate will:
1.   understand how to receive and store goods and materials
2.   understand how to process orders and dispatch goods
3.   understand how to deliver effective customer service
4.   understand health, safety, security and legislation
5.   understand how to be an effective team worker

Guided learning hours

It is recommended that **110** hours should be allocated for this unit. This may be on a full-time or part-time basis.

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

This unit is linked to the Level 2 NVQ in Warehousing and Storage (1009)

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics SSC.

Key Skills

This unit may help candidates to gain confidence in, and possibly generate portfolio evidence for, the following Key Skills:
* Application of Number
* Communication
* Information and Communication Technology
* Improving Own Learning and Performance
* Problem Solving
* Working with Others

Assessment

This unit will be assessed by:
* an online Gola test

Unit 201   Warehousing and Storage Principles
Outcome 1   Understand how to receive and store goods and materials

Assessment criteria

Underpinning knowledge
The learner can:
1. Describe the legal obligations of working with clients and the general public
2. Explain the **importance** of knowing what goods are due and when they are due
3. Explain the importance of correctly **preparing** the receiving area for the goods
4. State the **importance** of checking the quality and quantity of the goods received
5. Explain the **purpose** of an effective stock control system
6. Explain the **methods** and **conditions** for storing goods
7. Explain the **importance** of **reporting** and **recording** variations in deliveries or damage, breakages, quality or out of date items in storage
8. State the **Personal Protective Equipment** used in a Warehouse and Storage environment.

Range

Importance
Customer relationships, forward planning

Preparing
Types of goods, handling equipment, capacity, hygiene

Importance
Customer satisfaction, warehouse reputation, financial losses

Purpose
Customer satisfaction, security, financial losses, under/over capacity, re-ordering, "dead" items, stock rotation

Methods
Fixed, random, zoned positions

Conditions
Quality, perishable, hazardous, breakable, easily damaged, valuable goods, bonded goods

Importance
Financial losses, security, customer satisfaction

Reporting
Who to report to, how, why

Recording
Delivery notes, shortage/damaged documentation, computer systems, communicating

PPE

Gloves, safety headwear and footwear, safety glasses, high visibility clothing, ear defenders

Unit 201   Warehousing and Storage Principles

Outcome 2   Understand how to process orders and dispatch goods

Assessment criteria

Underpinning knowledge

The learner can:

1. Explain how **customer requirements** translate into orders.
2. Identify the **documents and systems** that are used for checking availability of stock.
3. Explain the **importance** of completing the order process accurately and in optimum time.
4. Outline the procedures for **packing** items safely, securely and **labelling correctly**.
5. Explain the **importance** of using the correct form of packaging and wrapping
6. Identify the **types** of equipment and handling methods used to assemble orders
7. Explain the **characteristics** and **special requirements** of goods being dispatched.
8. Explain **health, safety** and **security** considerations when dispatching goods.
9. State the importance of **correctly preparing** the dispatch area.
10. Explain when to use different **loading methods**
11. Outline the requirements of the Lifting Operations and Lifting Equipment Regulations 1998 (**LOLER)**

Range

Customer requirements

How to obtain information, information required for pickers, delivery times, invoice details, confidentiality, offering alternatives

Documents and systems

Stock control manual or electronic, record keeping

Importance

Customer satisfaction, financial, changes to delivery dates updating stock records

Packing

Types of packaging, security, types of dispatch

Labelling

Manual and computer generated, hazardous, fragile, heavy package, confidential, privacy, orientation

Importance

Safety, protection of goods, visual appearance, cost

Types

Manual, electrical, mechanical

Characteristics

Unevenly distributed weight, bulky, fragile

Special requirements

Wrapping, valuable, hazardous, perishables, frozen goods

Health

Hygiene, harmful substances

Safety

Personal, colleagues, customers, goods

Security

Stock losses, theft

Correctly preparing

Sufficient available space, non slip, clean, tidy, no obstructions,	security

Loading methods

Side, rear, mechanical, manual

LOLER

Reduce risks from lifting equipment, sufficiently strong, stable and suitable, competent people, planned, inspection or examination. All lifting equipment must have a correct certificate confirming lifting capacity

Unit 201   Warehousing and Storage Principles
Outcome 3   Understand how to deliver effective customer service

Assessment criteria

Underpinning knowledge
The learner can:
1. Describe key **roles** within the supply chain
2. State the **qualities a customer expects** from an individual
3. State the **qualities an employer expects** from an employee
4. Explain the listening **skills** required for dealing with different **types of customers**
5. Describe the **benefits** to a business of having satisfied customers
6. List common **causes** for customer complaints
7. Explain the **importance** of **communicating** in an efficient and courteous manner
8. Explain the **benefits of understanding the stock range**
9. Explain **where** to find **information** about the stock range
10. Explain the **reasons for keeping up to date** with information on stock
11. State the **reasons for keeping goods clean** and in good condition

Range

Roles
Picker, packer, dispatcher, stock controller, loader

Qualities a customer expects
Clean appearance, attitude (polite, willing) knowledge of products, welcoming

Qualities an employer expects
Honesty, integrity, clean appearance, attitude (polite, willing) product knowledge, system knowledge, team player

Skills
Willingness to listen, ability to identify what a customer wants, needs, expects, concerns, ability to identify/acknowledge customer complaints, questions (open and closed), N.b guidance notes to include information on closing a sale, types of customer: internal and external, knowledgeable, confused, satisfied, argumentative

Benefits
Customer goodwill, referrals, repeat business

Causes
Faulty goods, goods not being available, lack of product knowledge, rudeness, being kept waiting, phone call issues

Importance
First impression, customer reactions/goodwill, effect of lack of face to face contact

Communicating
Telephone, face to face, electronic

Benefits of understanding the stock range
Satisfy customer needs, customer loyalty, repeat business, business reputation, safety

Where
Catalogue, packaging, leaflets, intranet/internet, manufacturer

Information
Size, weight, fragile, hazardous, value

Reasons for keeping up to date
Satisfy customer needs, storage capacity

Reasons for keeping goods clean
Safety, prevent damage, hygiene, maintain merchantable quality

Unit 201 Warehousing and Storage Principles
Outcome 4   Understand health, safety, security and legislation

Assessment criteria

Underpinning knowledge
The learner can:
1. State the rights of employees according to the Health and Safety at work Act
2. Identify the **groups** of people for which employers are liable in terms of health and safety
3. State employees' **responsibilities for health and safety**
4. State the employers' **responsibilities** for providing clearly defined **procedures** for health and safety
5. Identify **sources** of information required for maintaining legal requirements
6. Explain the importance of risk assessment
7. Explain the correct **safety procedures** for lifting heavy items
8. Describe **procedures for dealing with emergencies**
9. Identify the essential **contents** of an accident report
10. State the **reasons** for carrying out good housekeeping **practices**
11. State the types of **security incidents** and **external threats** that may occur
12. Explain the importance of monitoring **unauthorised access** by staff and others
13. Explain ways of **controlling** threatening and/or violent behaviour from others

Range

Groups
Employees, customers, visitors, contractors

Responsibilities for health and safety
Compliance with organisational policies/health and safety regulations, safety of self, safety of others

Responsibilities
Safe place of work, safe working environment, safe systems of work, safe methods of storage handling, instruction/supervision of staff records

Procedures
Easily monitored, demonstrate method of compliance with national/local regulations

Sources
Supervisor, manufacturers' instructions, organisation manuals, internet

Safety procedures
Manual handling, mechanical lifting (eg pallet trucks, sack barrows/trucks), seeking assistance, team lifting, training

Procedures for dealing with emergencies
Raising alarms, alarm types, safe/efficient evacuation, means of escape, assembly points, use of different types of fire extinguishing equipment, reporting

Emergencies

Fire, flood, explosion, hoaxes, accidents

Contents

Name, date/time of incident, date/time of report, location, weather conditions, lighting conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified

Reasons

Safety, efficiency, security

Practices

Clean/tidy work areas, removal/disposal of waste products

Security Incidents

Pilferage: cash, stock, staff and customers

External threats

Terrorism, violence, harassment, product contamination, break-ins

Unauthorised access

Awareness of authorised personnel, challenging others, reporting, reporting procedures for staff/customers suspected of theft

Controlling

Remain calm, keep distance, maintain even tone of voice, don't shout

Unit 201 Warehousing and Storage Principles

Outcome 5   Understand how to be an effective team worker

Assessment criteria

Underpinning knowledge

The learner can:

1. Explain the **importance of working effectively** in a team
2. State the **importance of following organisational guidelines** for **communication**
3. Explain the **benefits** to an individual of knowing how their role fits within the team and organisation
4. Explain the importance of **feedback** in personal development
5. State the **resources** available for improving own performance
6. State the **methods** available to identify own training needs
7. Explain the **benefits** of a personal development plan to the individual and business
8. Explain how to recognise and resolve **conflict** situations within a team

Range

Importance of working effectively

Team morale, business performance improvements, customer satisfaction, avoids duplication of work and effort, understanding each person's role within the team and business

Importance of following organisational guidelines

Improves customer service, compliance with organisational procedures, team effectiveness

Communication

Face-to-face, telephone, written

Benefits

Avoid duplication of work, maintain own morale

Feedback

Identifies strengths, highlights training needs, encourages staff morale

Resources

Books, videos, internet, intranet, training

Methods

Skills scan, personal development plan, training needs analysis, staff appraisal

Benefits (individual)

Clear individual objectives, motivation

Benefits (business)

Team objectives, improvements in business performance, staff morale, staff retention

Conflict

Deal with situation promptly, open discussions, report to supervisors for support and guidance, disciplinary

4 Assessment

4.1   Summary of assessment methods

City & Guilds provides the following assessments:

- Online, on-demand testing using multiple choice questions

Unit No.	Title	Assessment Method	Where to obtain assessment materials
201	Warehousing and Storage Principles	City & Guilds GOLA Online multiple choice test	N/A
		The assessment covers all of the knowledge outcomes.	Examinations provided on GOLA.

4.2   Test specifications

The test specification for the qualification is below:

Test 1:   Unit 201
Duration: 90 minutes

Unit number	Outcome	No. of questions	%
201	1 Understand how to receive and store goods and materials	8	14.5
	2 Understand how to process orders and dispatch goods	13	24
	3 Understand how to deliver effective customer service	11	20
	4 Understand health, safety, security and legislation	15	27
	5 Understand how to be an effective team worker	8	14.5
	Total	**55**	**100**

5 Course design and delivery

5.1 Initial assessment and induction

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

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

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

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

5 Course design and delivery

5.2 Recommended delivery strategies

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

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

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

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core Skills and other related qualifications. Relationship tables are provided to assist centres with the design and delivery of the qualification.

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

6 Relationships to other qualifications

Links to other qualifications and frameworks

City & Guilds has identified the connections to other qualifications. 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.

This qualification has connections to the:
- Level 2 NVQ in Warehousing and Storage (1009)
- Level 3 NVQ in Logistics Management Operations (3292)

Key/Essential Skills (England, Wales and Northern Ireland)

Key Skills signposting

This qualification includes 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 this qualification 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, Key Skills at the same level as this qualification.

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 will need to be separately assessed and must meet the relevant standard defined in the QCA document '*Key skills qualifications standards and guidance*' (available from **www.cityandguilds.com/keyskills**).

Unit number	Communication	Application of Number	Information and Communication Technology
201	✓	✓	✓

Unit number	Problem Solving	Improving Own Learning and Performance	Working With Others
201	✓	✓	✓

Essential Skills (Northern Ireland only)

If this qualification is being delivered alongside the Essential Skills Northern Ireland qualifications, the above Key Skills signposts can be used to illustrate the relevance of these skills to candidates.

Essential Skills portfolio evidence must be based on an approved vocational or generic Action Based Activity; these can be downloaded from **www.cityandguilds.com/essentialskillsni**.

Functional Skills (England only)

The Key Skills qualifications are expected to be phased out in England from 2010, and will be largely replaced by the Functional Skills awards. More information about these qualifications is available from **www.cityandguilds.com/functionalskills**.

7 Sample Questions

The following are sample questions for Level 2 Certificate in Warehousing and Storage. They are an *indication* of the type of questions used in this certificate. The asterisk highlights the correct answer.

1 Which one of the following is the **most** important reason to know what goods are due and when?
   a)   to change aisle locations
   b)   for new racking requirements
   c)   to change storage locations
   d)   for staffing requirements.*

2 Why is it important to report poor quality items? So they can be
   a)   promoted and sold
   b)   written off and destroyed
   c)   reduced in price and sold*
   d)   written off and given away.

3 When picking, out of stock items should be
   a)   left off the order
   b)   sent at a later date
   c)   ignored
   d)   reported.*

4 When loading a box vehicle by hand the order of loading should be by
   a)   random order
   b)   reverse delivery order*
   c)   picking order
   d)   delivery order.

5 A customer would expect their point of contact at a warehouse facility to be
   a)   able to recall the last time they were there
   b)   able to identify what they want*
   c)   confused about their requirements
   d)   apologetic about all of the mess.

6 Which sort of information is normally found on packaging?
   a)   advertising and bonded
   b)   perishable and hygiene
   c)   breakable and flammable*
   d)   hazardous and capacity.

7 Who is responsible for health and safety in the workplace?
   a)   everybody*
   b)   just employees
   c)   just employers
   d)   specialist contractors.

8 Which **two** of the following would **best** help an individual wanting to apply for another position in a company and requiring to improve their own performance?
1. carry out a training needs analysis
2. undergo a skills scan
3. download a CV from the internet
4. complete an IQ test.

a) 1 and 2*
b) 2 and 3
c) 3 and 4
d) 4 and 1.

8 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**.

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.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:
* Management systems
* Maintaining records
* Assessment
* Internal verification and quality assurance
* External verification.

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
* ***Events***
  Contains dates and information on the latest Centre events
* ***Online assessment***
  Contains information on how to register for GOLA assessments.

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	• General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	• General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	• Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	• Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	• Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	• Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
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