

# BRINGING CLARITY TO THE QCF

A guide to the new framework

# CONTENTS

Page	
5	What is the QCF?
10	How it works
16	The bigger picture
19	Impact on centres
30	Supporting your transition to the QCF

This guide will provide you with an understanding of the QCF and explain how City & Guilds can help guide you through the changes. Please be aware that many aspects of the QCF are still to be confirmed. Some information may change as we move towards full implementation during 2010.

**For the latest news and information visit [www.cityandguilds.com/qcf](http://www.cityandguilds.com/qcf)**

# WHY WORK WITH CITY & GUILDS ON QCF?

## CITY & GUILDS IS GEARING UP FOR THE QCF AND WILL SUPPORT YOU AS YOU DO THE SAME:

### **We have tools to help you through the transition**

Using our experience of curriculum changes we've developed real and practical ways to help, including regular updates, country-wide seminars, local face to face contacts and online forums.

### **We'll help you secure maximum funding**

As the UK's leading provider of vocational qualifications, we have the most extensive range of qualifications giving you options in filling any potential funding gaps.

### **We're the first choice for employers**

No other awarding organisation has such high awareness levels amongst UK employers, our name is recognised by 99% of them (CBI Education and Skills Survey 2008).

### **Deep industry insights, better quality qualifications**

We work in collaboration with Sector Skills Councils and industry consultants to create industry qualifications that truly set the benchmark in each sector. You can be confident that your learners will have the best chance of achieving success, from getting the job they want to acquiring the skills they need for promotion.

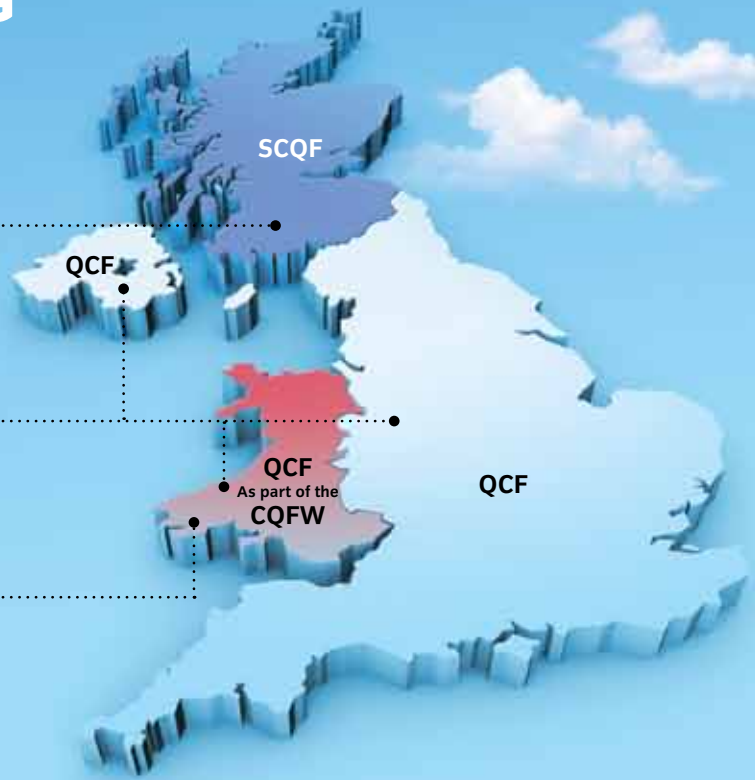
# WHERE IS THE QCF BEING IMPLEMENTED?

**Scotland** operates the **Scottish Credit and Qualifications Framework** (SCQF) which differs in structure to the QCF - [www.scqf.org.uk](http://www.scqf.org.uk)

The **Qualifications and Credit Framework** (QCF) will be implemented across **England, Wales and Northern Ireland** - [www.qcda.gov.uk/qcf](http://www.qcda.gov.uk/qcf)

In **Wales** the QCF will form part of the larger **Credit and Qualifications Framework Wales** (CQFW) <http://wales.gov.uk/about/departments/dcells>

We have more regional and national offices to help you through the QCF than any other awarding organisation in the UK. To find your nearest one visit [www.cityandguilds.com/centres](http://www.cityandguilds.com/centres)



# THE QUALIFICATIONS AND CREDIT FRAMEWORK:

Is the new Government framework for recognising achievement, through the award of credit, for units and qualifications.

The implementation of the QCF is well underway with qualifications moving over to the new framework through 2010.

It provides more flexible routes to full qualifications, achievable in smaller steps.

We were the first awarding organisation to gain QCF recognition from the regulator Ofqual.

New standardised titles have been introduced which will make vocational qualifications easier to understand.

We now have over 2000 QCF units available to centres in over 700 QCF qualifications.

A new centralised database, due in late 2010, will help to track credit and provide learners with an online record of their achievements.

We have already helped over 2000 of our centres to certificate more than 50,000 learners on City & Guilds QCF qualifications.

# HOW QUALIFICATIONS WORK NOW

Many people found the previous **National Qualifications Framework (NQF)** inflexible and supply-led. Confusing levels, types and titles made it difficult to compare similar qualifications.

## PAST

### National Qualifications Framework (NQF)

Vocational qualifications (VRQs and NVQs) accredited by QCA onto the NQF



## PRESENT

### 'Mixed Economy'

QCF introduced with a transitional period for new registrations until the end of 2010 whilst qualifications are developed and accredited on to the QCF.



## JAN 2011\*

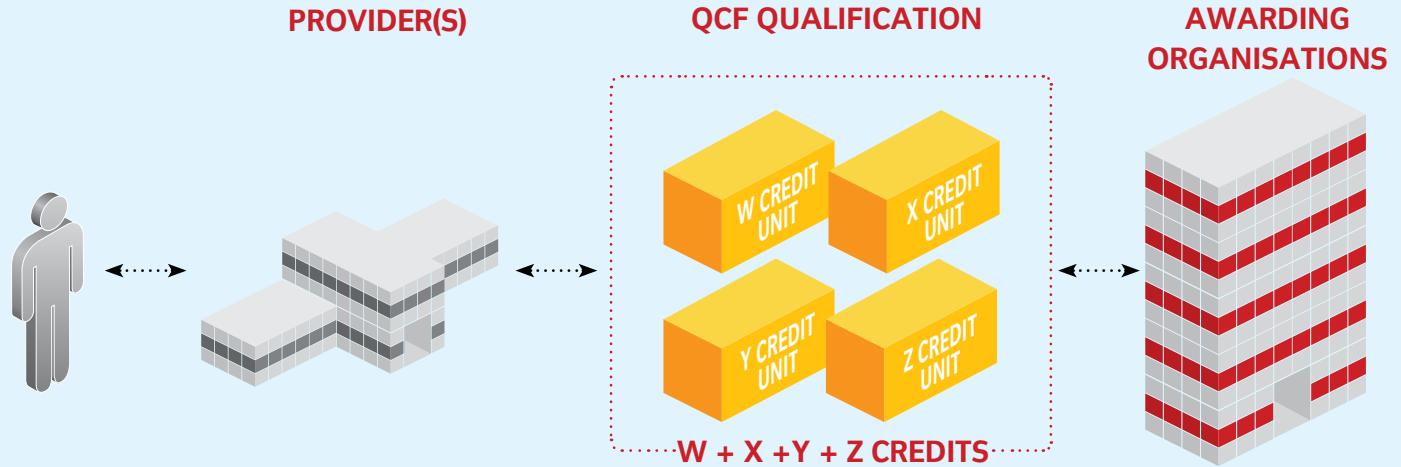
### Qualifications and Credit Framework (QCF)

Accredited vocational qualifications now on the QCF. NQF closed for new registrations.



\*expected

# MORE FLEXIBILITY UNDER THE QCF



## More choice, flexibility and progression:

A QCF qualification is made up of manageable 'chunks' of learning. Credit is awarded on the completion of a unit, with the required credits in a qualification being set out by the rules of combination (the credit value is a measure of the notional 'learning time'). Progression is assisted by the accumulation and transfer of credit. This allows for more flexible career pathways, with reduced repetition, as learners can build on previously 'banked' credit as they move through sizes and levels. For more details see page 13.

# POTENTIAL OPPORTUNITIES AND BENEFITS

## 1 CHOICE

More inclusive and responsive to current and future employer requirements = demand-led system.

## 2 PROGRESSION

More flexible routes to gaining full qualifications, enabling progression in smaller steps.

## 3 FLEXIBILITY

Allows learners to study at a pace, place and time that better suits their individual circumstances.

## 4 SIMPLICITY

Introduces a more transparent naming system, bringing greater consistency across all vocational qualifications.

The QCF is an integral part of larger vocational reforms being introduced by the Government to help develop the economic performance of the UK through an improved qualification system.



# KEY DIFFERENCES

	NQF	QCF
All qualification content defined in terms of units	Sometimes	All
Same units used by different awarding organisations	Only NVQs	Yes (unless restricted)
Qualifications and units have credit (based on notional learning time)	No	Yes
All units and content defined in the same template	Only NVQs	Yes
Unit assigned a level	Not always	Yes
Credit accumulation	No	Yes
The credit awarded (or equivalent) is accepted by another awarding organisation	Only NVQs	Yes
Qualification types/categories	Yes	No
Qualification purposes	No	Yes
Qualification title indicates the volume of learning involved	No	Yes

# HOW IT WORKS IN PRACTICE

# THE BUILDING BLOCKS OF QUALIFICATIONS

All units in the QCF use the same **unit template**, consisting of **learning outcomes** (what a learner needs to know, understand or do) and **assessment criteria** (which specify if the learner has met the outcomes to a defined level).

A credit value and level are assigned to every unit. The credit value is a measure of average time, where **one credit = 10 hours of notional learning**. Many units will still include guided learning hours too. There is no requirement at this time to evidence the notional hours in credit for funding purposes.

## • UNITS AND CREDIT IN THE QCF •

Some units will appear in more than one qualification and the credit can be **transferred** between qualifications, as long as it forms part of the 'rules of combination'.

Many units will be **shared** across awarding organisations (AO) with learners able to gain credit towards a qualification from more than one AO. Many of these shared units will be developed in **collaboration**.

You can see individual unit details of a QCF qualification within the Qualification Handbook on [www.cityandguilds.com](http://www.cityandguilds.com) or on the National Database of Accredited Qualifications (NDAQ) [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk).

# WHAT MAKES UP A QCF QUALIFICATION? THE RULES OF COMBINATION

- 1** Rules of combination set out the combination of credit, through units, that must be achieved to complete a qualification.
- 2** To ensure the 'rules' meet the needs of the relevant market they are designed by AOs with Sector Skills Councils (SSCs) and Standards Setting Body (SSBs) and can only go on to the QCF when approved by the relevant SSS/SSB.
- 3** The rules list the mandatory and/or optional units to be accumulated, including what can be transferred from other QCF qualifications.
- 4** Credit can come from more than one level, but more than 50% of the credit must be at the level of the qualification. Some qualifications still require 100% at one level.
- 5** Opportunities to count certificated achievements from outside the QCF can be identified in the rules of a QCF qualification as 'exemptions', to avoid repetition of learning. Equivalent QCF units can also be identified.
- 6** Non certificated learning and achievement can be assessed and awarded under 'recognition of prior learning', previously known as Accreditation of Prior Experiential Learning (APEL).

# QCF QUALIFICATIONS

Qualification size	37+ credits	Diploma	Diploma	Diploma	Diploma	Diploma	Diploma	Diploma	Diploma	Diploma
	13 - 36 credits	Certificate	Certificate	Certificate	Certificate	Certificate	Certificate	Certificate	Certificate	Certificate
	1 - 12 credits	Award	Award	Award	Award	Award	Award	Award	Award	Award
		Entry	1	2	3	4	5	6	7	8
		<b>Level of difficulty</b>								

1 credit = 10 hours of notional learning time

Notional learning time is the estimated number of hours it takes the average learner to complete all the learning outcomes of that unit.

# QUALIFICATION LEVELS AND EQUIVALENCY

NQF/QCF level	Current City & Guilds qualifications include:	Other qualifications (approximate comparability in level)
<b>8</b>	Fellowship (FCGI)	Doctorate
<b>7</b>	Membership (MCGI) Master Professional Diploma ILM QCF qualifications	Master's Degree Postgraduate Diploma Postgraduate Certificate
<b>6</b>	Graduateship (GCGI) Associateship (ACGI) ILM QCF qualifications	Bachelor's Degree Graduate Certificate and Diploma
<b>5</b>	IVQ Advanced Technician Diploma Full Technological Diploma ILM QCF qualifications	Higher National Diplomas (HND) and Higher National Certificate (HNC) Foundation Degree Diplomas of Higher and Further Education
<b>4</b>	Licentiate'ship (LCGI) Higher Professional Diploma Level 4 vocational (NVQ/VRQ/QCF)	Certificate of Higher Education
<b>3</b>	Level 3 vocational (NVQ/VRQ/QCF) Advanced Apprenticeship (England and NI) Modern Apprenticeship (Scotland and Wales)	A Levels Advanced National Certificate in Education BTEC National Certificate/Diploma
<b>2</b>	Level 2 vocational (NVQ/VRQ/QCF) Apprenticeship (England and NI) Foundation Modern Apprenticeship (Wales)	GCSE grades A*-C BTEC First Certificate
<b>1</b>	NVQ Level 1 Level 1 vocational award	GCSE grades D-G
<b>Entry (1, 2 and 3)</b>	Entry level vocational qualifications Progression Awards	

# NEW QUALIFICATION TITLES

There are three consistent elements to a QCF qualification title, with qualifications that have the same rules of combination across awarding organisations having the same title. The elements are:

1. Difficulty – Entry level up to level 8

2. Credit size (Award, Certificate or Diploma)

3. Content of the qualification

Additional wording can be used to define the qualification purpose including the brand 'NVQ'

## Pre QCF

## QCF replacement title

Level 2 NVQ in Retail

Level 2 Diploma in Retail Skills

Level 2 Award in Contact Dermatitis Prevention

Level 4 Certificate in Further Education Teaching

Level 4 Certificate in Teaching in the Lifelong Learning Sector

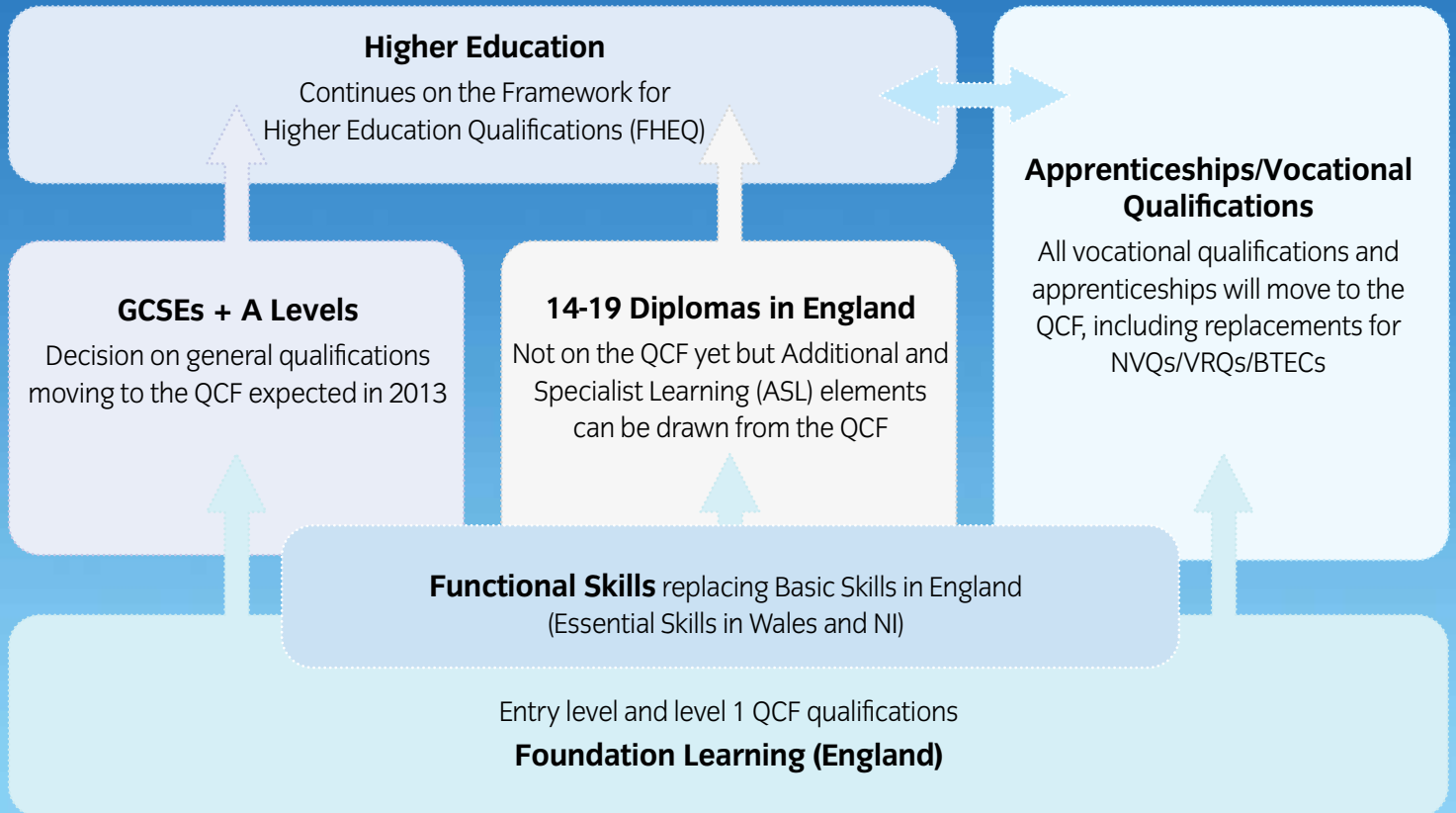
NVQ Level 2 for IT Users (ITQ)

Level 2 Certificate for IT Users (ITQ)

To find out which City & Guilds qualifications are already on the QCF visit [www.cityandguilds.com/qcf](http://www.cityandguilds.com/qcf)

Over 50,000 learners have already successfully completed a City & Guilds QCF qualification.

# THE BIGGER QUALIFICATION PICTURE



# OUR OFFER

Progression and further professional development

## **Institute of Leadership Management**

Leadership and management programmes tailored for leaders and managers at all levels.

[www.i-l-m.com](http://www.i-l-m.com)

## **City & Guilds Apprenticeships**

A key national priority. We already offer an extensive range of over 170 apprenticeships that can address local employer skills needs. [www.cityandguilds.com/apprenticeships](http://www.cityandguilds.com/apprenticeships)

Preparing for employment and recognising occupational competence

## **City & Guilds vocational qualifications (currently NVQs/VRQs)**

The widest range of qualifications which prepare learners for employment and recognise competence in the workplace. [www.cityandguilds.com](http://www.cityandguilds.com)

## **AQA - City & Guilds 14-19 Diplomas**

Working in partnership with AQA to offer unrivalled support to ensure you and your students achieve success with the new 14-19 Diplomas. [www.diplomainfo.org.uk](http://www.diplomainfo.org.uk)

Preparing for life

## **City & Guilds Foundation Learning**

Covers education provision at entry level and level 1 on the QCF. A credit based programme where learners build a personalised programme of learning including functional skills, subject or vocational skills and personal and social development learning. [www.cityandguilds.com/foundationlearning](http://www.cityandguilds.com/foundationlearning)

## **City & Guilds Skills for life and work**

Complete set of qualifications that help learners prepare for life and work effectively and independently. [www.cityandguilds.com/lifeandwork](http://www.cityandguilds.com/lifeandwork)

# WHAT ARE OUR CENTRES SAYING...

'I love it! QCF is very straightforward and is geared completely around the needs of learners. The lovely thing about it is that there are lots of different pathways, so our advocates can specialise in children and young people, adults or maybe management'

**Evelyn Smolden, Training Manager,  
Advocacy in Somerset**

'More choice means that we can make a better fit. Optional units make a very big difference to employers. Now the qualification can fit in with an in-house training programme, whereas previously employers would have to change their programmes to fit the qualification, and that wasn't always good for business'

**Joyce Dorgie, Senior Consultant,  
Four Counties Training**

'I think centres should embrace the change. Overall, it's a much simpler process. There are bound to be glitches in the early stages but now is your chance to get in there and influence things'

**Judi Thomas, Area Manager,  
Health Promotion Devon**

# IMPACT ON CENTRES

# POLICY UPDATE – YOUR TOP THREE QUESTIONS ANSWERED

## **What happens to NVQs in the QCF?**

The QCF does not recognise the differing ‘types’ that existed under the NQF (e.g. VRQ and NVQ). This is not the end of occupational competence qualifications as NVQs will be redeveloped for the QCF. The new regulations have stated that the term ‘NVQ’ can be used in the title of QCF qualifications to help identify where assessment was competency based. Some sectors may be happy to lose NVQ branding altogether, with others continuing to use the term ‘NVQ’ in accordance with new guidance.

## **Is there still a requirement for Assessor and Verifier Units?**

In general, A and V units are not a requirement for QCF qualifications/units. However, until further notice, City & Guilds will be applying existing principles across all competence-based units and qualifications, and will be supporting this policy with the SSC/SSBs we work with. As we move forwards, A and V units may not necessarily be suitable for all qualifications based on the National Occupational Standards (NOS). Individual assessment strategies and assessment guidance must be consulted to determine this.

## **Will assessment be any different?**

Assessment types are decided upon by the awarding organisation. They must enable units to be assessed individually but can be grouped as long as credit can be awarded for individual units in any combination. In practice, assessment types will not differ that greatly under the QCF.

# LEARNER RECORDS AND UNIQUE LEARNER NUMBERS

**A major element of the centralised IT system for the QCF is the introduction of online learner records. This system will also manage the accumulation and transfer of credit (CAT) across awarding organisations and providers.**

- 1** Each new QCF learner is set to have a centralised online learner record by the end of 2010.
- 2** Unique learner numbers (ULNs) are the unique identifier required to facilitate learner records and funding records moving forward.
- 3** Many funding streams already have ULNs as a learner data requirement.
- 4** City & Guilds has already successfully collected and authenticated nearly 200,000 ULNs from our centres.

To guide you through the introduction of ULNs and QCF IT we have created a dedicated ULN page. For more information and guidance visit [www.cityandguilds.com/uln](http://www.cityandguilds.com/uln)

# FUNDING OF QUALIFICATIONS UNTIL 2010/2011 (ENGLAND ONLY)

The introduction of the QCF will have no major impact on funding until full implementation in 2010/2011. The Learning and Skills Council (LSC) will be funding a mixed economy of QCF and NQF provision, placing increasing emphasis on the delivery and gradual shift to QCF provision as it becomes available.

For 2009/10 the LSC will prioritise funding on QCF qualifications over NQF in the same subject area. This does not mean every QCF qualification will be prioritised for public funding. The LSC is working with SSCs and SSBs to determine which QCF qualifications should be prioritised and eligible for funding.

## **Big shift to QCF provision in 2010/2011**

The LSC have indicated that they expect the majority of new enrolments to be on QCF provision, where available, from 1 August 2010. Any NQF registrations made before this date will still be funded to completion. The final list of qualifications that will not be funded in 2010/2011 is likely to be published by the LSC in the spring of 2010.

## **Full level 2 and level 3 on the QCF**

The minimum threshold for a full level 2 is 13+ credits and for a full level 3 it is 25+ credits (maximum credit value of 70). The actual credit value in each area will be decided by the relevant SSC/SSB (and is often much more than the minimum). The evaluation of these interim definitions will inform the final definitions starting in 2010/2011.

**All LSC guidance related to the QCF can be found at <http://qfr.lsc.gov.uk/ukvqrp/support>  
Funding information for Northern Ireland - <http://www.delni.gov.uk/index/funding-support.htm>  
Funding information for Wales - <http://wales.gov.uk/topics/educationandskills/learningproviders>**

# FUNDING – LONG TERM OUTLOOK

**It is yet to be confirmed if and when, we might move to a more unit-based funding approach or even a system based on credit. This may still be some years away.**

## **Unit funding**

There are small trials of unit funding taking place in England during 2009 (separate to SME flexibilities unit funding). This trial will help to inform if (and how) unit funding might work – starting in 2010/2011 at the very earliest.

## **Performance measures**

Credit-based success rates which determine progression to a qualification are also being trialed but have no impact on actual rates of funding at this stage. Credit-based success rates which impact on your funding levels also appear a long way off.

## **The future of the LSC in England**

The LSC will be dissolved in 2010:

- For adult learners the Skills Funding Agency (SFA) will be set up and be operational from 2010. The SFA will look after post 19 funding (e.g. FE Colleges).
- The Young Person's Learning Agency (YPLA) will work with local authorities to distribute 16-19 funding to schools and 6th form colleges.
- The National Apprenticeships Service (NAS) will fund apprenticeships.

**It is expected that the SFA funding methodology will be published in April 2010.**

# WHAT DOES THE QCF REALLY MEAN FOR ME?

We know that each of our centres is different and the impacts you will feel will depend on your role, the delivery model of your courses and the industry sector you work in. A whole organisational approach should be considered, to fully assess and manage the changes. Once fully implemented in 2011, the QCF will affect all areas of the learner journey from initial engagement with the learner, through registration, teaching and learning to assessment, achievement and further progression opportunities.

## **The QCF will impact on all of the following people/roles:**

- Senior Management
- Curriculum Planners and Deliverers (Assessors, Verifiers, Teachers, Trainers and Lecturers)
- Sales, Marketing, Information Advice and Guidance (IAG), Careers Advice and Employer Engagement
- Quality Teams
- Exams Office/Management Information Services/Administration

For some the changes will be minimal, but in some qualification areas you may have more options which gives you the chance to engage with employers and learners to deliver more flexible and demand-led programmes.

# PLANNING FOR CHANGE – THINGS TO CONSIDER

## Senior Management

Does your organisation have a clear strategy and action plans in place to deal with the changes?

## Curriculum Planners

Do you know when your provision will be redeveloped? Are you preparing for more flexible, unitised delivery?

## Delivery Staff

Are you keeping on top of qualification redevelopment plans and the impact this might have on delivery and assessment?

## Staff Development/CPD

Do you have a CPD programme to inform and support all staff through the changes?

## MIS/Exams Office/Administration

Are you registered with MIAP as a Learner Registration Body, collecting ULNs for learners?

## Marketing and Sales

Have you considered the impact of timelines, new titles and terminology on your prospectuses for 2010/2011?

## Employer Engagement

Are you reviewing your offering to employers and including the QCF in communications?

## IAG/Careers Support

Are staff getting ready to knowledgeably advise learners on more flexible QCF qualifications?

City & Guilds is here to help guide you through these changes and ensure you continue to deliver success to the learner and your employers. See pages 30-31 for details of the support on offer.

# YOUR NEXT STEPS... FIVE TOP TIPS FOR SUCCESSFUL IMPLEMENTATION

Here are just a few things you need to set in motion if you haven't already:

- 1** Develop an organisation-wide QCF strategy, identifying the staff you will need to assess the full impacts and develop the required action plans to maximise the opportunities it presents.
- 2** Make all staff aware of the changes and deliver the training needed to bring them up to speed.
- 3** Monitor and communicate SSC/SSB plans and those of funding agencies and awarding organisations.  
Find your SSC at [www.sscalliance.org/SSCs/LinkstoSSCs.aspx](http://www.sscalliance.org/SSCs/LinkstoSSCs.aspx)
- 4** Seriously consider how the tight time frames will impact on your course offer and how you will then sell and market this offer, especially with so much uncertainty on specific QCF qualification details (like new titles).
- 5** Speak to a City & Guilds representative to find out how we can guide you through the changes.  
Find your regional office at [www.cityandguilds.com/centres](http://www.cityandguilds.com/centres)

# HOW WILL I KNOW WHEN QUALIFICATIONS IN MY AREA WILL BE ON THE QCF?

The development timetable for QCF qualifications will be determined by a number of factors. The major one is the development and implementation of Sector Skills Councils or Standard Setting Bodies, Sector Qualifications Strategies (SQSs), Action Plans, and any updates to National Occupational Standards (NOS). We expect many of our qualifications to be accredited on the QCF in time for delivery from September 2010.

## **Register for development updates**

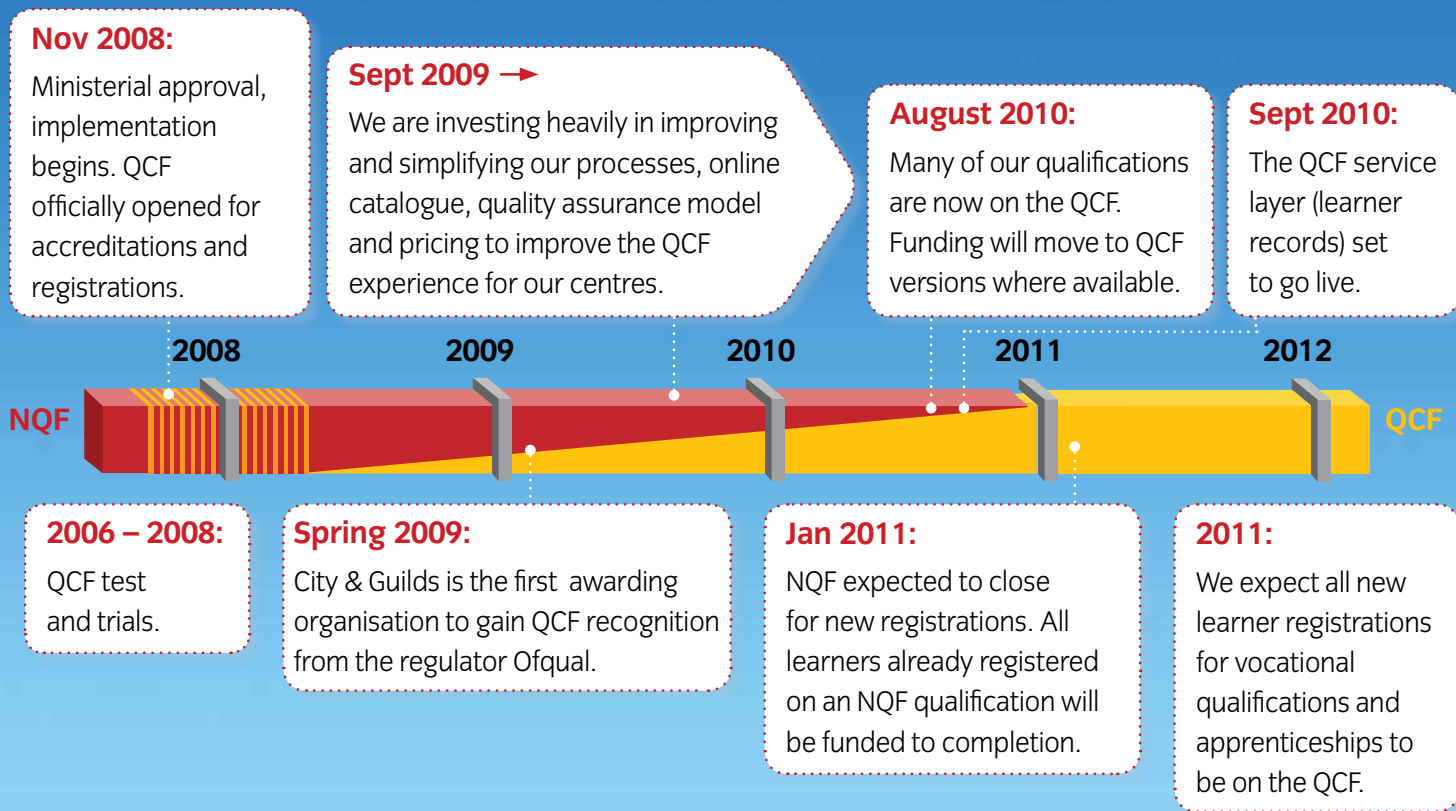
We will be using our regular City & Guilds monthly e-mailings to advise centres of developments in each individual industry/subject area. You can register for these free and tailored updates at [www.cityandguilds.com/updates](http://www.cityandguilds.com/updates)

**Your regional office can also help. Find yours at [www.cityandguilds.com/centres](http://www.cityandguilds.com/centres)**

## SOME REALLY USEFUL WEB LINKS...

<b>City &amp; Guilds</b>	Bringing clarity to the QCF and Foundation Learning.	<a href="http://www.cityandguilds.com/qcf">www.cityandguilds.com/qcf</a> <a href="http://www.cityandguilds.com/ft">www.cityandguilds.com/ft</a>
<b>ILM NPTC</b>	Institute of Leadership and Management Land-based qualifications.	<a href="http://www.i-l-m.com/centres/2961.aspx">www.i-l-m.com/centres/2961.aspx</a> <a href="http://www.nptc.org.uk">www.nptc.org.uk</a>
<b>LSC</b>	QCF planning, funding and performance guidance for providers in England.	<a href="http://qfr.lsc.gov.uk/ukvqrp/support/">http://qfr.lsc.gov.uk/ukvqrp/support/</a>
<b>QCDA Ofqual</b>	QCDA are responsible for QCF 'readiness'. Ofqual will regulate the QCF.	<a href="http://www.qcda.gov.uk/qcf">www.qcda.gov.uk/qcf</a> <a href="http://www.ofqual.gov.uk/51.aspx">www.ofqual.gov.uk/51.aspx</a>
<b>NI/Wales</b>	Find out how the QCF is being implemented in NI and Wales.	<a href="http://www.ccea.org.uk">www.ccea.org.uk</a> (Northern Ireland) <a href="http://www.cqfw.net">www.cqfw.net</a> (Wales)
<b>NDAQ</b>	National Database of Accredited Qualifications with full QCF qualification and unit detail.	<a href="http://www.accreditedqualifications.org.uk">www.accreditedqualifications.org.uk</a>
<b>QCF support</b>	Provider support website managed by the Learning and Skills Improvement Service (LSIS).	<a href="http://www.qcfprovidersupport.net">www.qcfprovidersupport.net</a>
<b>ULNs (MIAP)</b>	To obtain ULNs you will need to register with MIAPs learner registration service.	<a href="http://www.miap.gov.uk">www.miap.gov.uk</a>

# TIMELINES FOR FULL IMPLEMENTATION



# SUPPORTING YOUR TRANSITION TO THE QCF



## Web

Find out the latest QCF news, information and support online at [www.cityandguilds.com/qcf](http://www.cityandguilds.com/qcf)



## QCF Seminars

We're holding QCF seminars across England, Northern Ireland and Wales to help guide you through the QCF.

For more information visit [www.cityandguilds.com/qcf](http://www.cityandguilds.com/qcf)



## Dedicated email support

Receive answers to your QCF questions from experts through [qcf@cityandguilds.com](mailto:qcf@cityandguilds.com)



## Materials and documentation

Support materials and guidance including our technical QCF guide, FAQs, information sheets and more.



## QCF updates

Receive QCF updates straight to your inbox every month. Subscribe at: [www.cityandguilds.com/updates](http://www.cityandguilds.com/updates)

# SUPPORTING YOUR TRANSITION TO THE QCF (CONTINUED)



## Regional office support

Speak to your local Customer Relationship Manager for support in managing the transition to the QCF.



## Online QCF discussion forum

Discuss the QCF with peers and City & Guilds experts at [www.smartscreen.co.uk](http://www.smartscreen.co.uk)



## In-house workshops

We have already worked with many of our learning providers to help them in their planning of the QCF by delivering tailored in-house QCF workshops.

In 2008/2009 we ran over 480 events, attended by around 8500 customers aimed solely at improving the quality of delivery and promoting end success for learners.

**This means we have more than two events running every working day of the year.**

# FOR MORE CLEAR GUIDANCE ON NAVIGATING THROUGH THE QCF PLEASE:

- visit [www.cityandguilds.com/qcf](http://www.cityandguilds.com/qcf)
- email [qcf@cityandguilds.com](mailto:qcf@cityandguilds.com)
- call your regional City & Guilds QCF expert. Find your nearest office at [www.cityandguilds.com/centres](http://www.cityandguilds.com/centres)

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time.

City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2009 The City and Guilds of London Institute. All rights reserved.

City & Guilds is a trademark of the City and Guilds of London Institute.

City & Guilds is a registered charity (number 312832) established to promote education and training.

1 Giltspur Street  
London EC1A 9DD  
T+44 (0)844 543 0000  
F+44 (0)20 7294 2400  
[www.cityandguilds.com](http://www.cityandguilds.com)

