

City & Guilds Level 3 End-point Assessment for ST0120/AP1.1  
  
Digital Support Technician   
(9703-13 Digital Service Technician)

Recording Forms for Providers & Employers

Version 1.0

Last modified May-2023

For external use

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| 1.0 May 2023 | Document Created | All |
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# Introduction

**What is in this document**

Recording forms to be used by Providers and Employers:

* 703 Declaration of Authenticity – Portfolio
* 703 Evidence Reference Matrix - Portfolio
* 703 Apprentice Portfolio Checklist – *no requirement to submit to City & Guilds*
* 704 Declaration of Authenticity - Project Report/Presentation
* 704 Evidence Reference Matrix – Project Report *(must be an appendix to the Project report)*
* 704 Apprentice Project Report and Presentation Checklist - *no requirement to submit to City & Guilds*

This document must be used alongside the EPA Pack for Providers and Employers.

**Guidance on how to use the forms**

You must use the forms provided by City & Guilds in the format laid out in this document.

**Mandatory Gateway requirement:**

**703 Declaration of Authenticity Form – Portfolio–** to be uploaded alongside the Portfolio.

This form is to be completed by the apprentice and verified by the Employer and Provider as appropriate.

The form is to confirm that the work evidenced in the portfolio submitted is the apprentice’s own.

**703 Evidence Reference Matrix Form – Portfolio** **–** to be uploaded alongside the Portfolio.

Typically contains 5 discrete pieces of evidence. The evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

**For Provider and Apprentice – for own use only**

**703 Portfolio Checklist for Apprentice/Provider –** *no requirement to submit to City & Guilds*

**Please note:** City & Guilds will confirm when all the Gateway requirements have been met. The apprentice **must** start their Project after Gateway.

**End-point Assessment Forms:**

**704 Declaration of Authenticity Form - Project Report/Presentation**

The declaration form for 704 must be uploaded to the EPA portal alongside the Project Report, Presentation.

**704 Evidence Reference Matrix – Project Report –** an appendix to the project report. Not included in the word count of the project report.

The purpose of the reference matrix is to indicate to the City & Guilds Independent End-point Assessor (IEPA) how the project report evidences the relevant Knowledge, Skills and Behaviours (KSBs) mapped to the Project Report. It enables the IEPA to assess the evidence efficiently and effectively.

The apprentice must reference the individual pieces of evidence against the KSBs **clearly** identifying the **evidence number** and **page number/time stamp** where appropriate.

**For Provider and Apprentice – for own use only**

**704 Apprentice Project Report and Presentation Checklist -** *no requirement to submit to City & Guilds*

**Note**: All forms must be uploaded to the EPA Portal as Word documents.

**Level 3 End-point Assessment for ST0120/AP1.1 Digital Service Technician (9703-13)**

703: Declaration of Authenticity Form – Portfolio

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature | **Date** | DD/MM/YY |

**Line manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** | Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

**I confirm that the evidenced presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

**Level 3 End-point Assessment for ST0120/AP1.1 Digital Service Technician (9703-13)**

703: Evidence Reference Matrix – Portfolio

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice name:** | | **Enrolment number:** | |
| **Pass criteria in Standard**  **(For reference only)** | **Distinction criteria in Standard**  **(For reference only)** | **Map evidence to the relevant KSB(s). Enter evidence reference number.**  **(Apprentice only)** | **Checked the evidence has been mapped correctly**  **(Provider/ Employer only)** |
| **Theme (Core) Digital Technologies – KSBs: K1, S1, B2, B4** | | | |
| **K1.** Digital office automation technologies:   * how to use them to create, update, edit, manage, and present data * the organisation’s use of templates and their best working practice * how these tools can be used to collaborate with others.   **S1.** Use digital technologies, including collaborative tools, to operate effectively as part of a team, and with other  stakeholders, enabling sharing of information and best practice.  **B2.** Use own initiative when implementing digital technologies and finding solutions to stakeholder's problems.  **B4.** Self-motivated for example: takes responsibility to complete the job. | | | |
| Explains their approach to using digital office automation technologies using their initiative to get the job done.  **(K1, B2, B4)** |  |  |  |
| Describes the use of a range of digital technologies to share information and best practice with co-workers, team members and external stakeholders.  **(S1)** |  |  |  |

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| --- | --- | --- | --- |
|  | Evaluates the use of digital office automation technologies to the organisation.  **(K1, B2, B4)** |  |  |
| **Theme (Core) Digital and Information Security – KSBs: K3, K4, K8, S3** | | | |
| **K3**. The importance of backing up data securely and the technologies that support it.  **K4.** The principles, processes and procedures for the secure handling of data in compliance with legislation.  **K8.** Approaches to risk mitigation for data loss including confidentiality, integrity and availability.  **S3.** Apply information security principles, for example: information transfer, deletion, storage, usage and communications that may  include using mobile devices. | | | |
| Explains the importance of backing up data securely and the technologies that support it. **(K3)** |  |  |  |
| Describes how to apply data security processes and procedures and comply with current legislation for the secure handling of data. (**K4)** |  |  |  |
| Summarises the approaches to risk mitigation for data loss including confidentiality, integrity and availability.  **(K8)** |  |  |  |
| Explains how they apply information security principles, for example: information transfer; deletion; storage; usage and communications that may include using mobile devices. **(S3)** |  |  |  |
|  | Evaluates the application of security measures to mitigate and protect data integrity, during transfer, storage and sharing.  **(K4, S3)** |  |  |
| **Theme (Core) Digital Information Management Systems – KSBs: K7, S5** | | | |
| **K7**. Principles of a helpdesk system, including accessing and maintaining stakeholder information and the contribution of helpdesk system to the organisations performance and customer service.  **S5.** Operate digital information systems, for example • Management- Finance Human Resources • Bespoke departmental or organisational systems or databases. | | | |
| Explains what is meant by a helpdesk system, how to use it for accessing and maintaining stakeholder information and the contribution of helpdesk systems to the organisation's performance and customer service.  **(K7)** |  |  |  |
| Describes how they operate digital information systems for example:  • management, finance or human resources systems  • other bespoke departmental or organisational systems or databases.  **(S5)** |  |  |  |
|  | Outlines the impact of their use of digital information systems on the organisation’s performance.  **(K7, S5)** |  |  |

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| --- | --- | --- | --- |
| **Theme (Core) Communication – KSBs: K10, K11, S6** | | | |
| **K10.** Approaches to a range of communication channels and how to adapt to different audiences and situations.  **K11.** The principles and constraints of searching the internet and accessing information securely -  • Currency- Relevance- Authority- Accuracy- Purpose  **S6.** Communicate effectively through a variety of different channels using terminology appropriate to the audience. | | | |
| Describes how they communicate through a variety of different channels using terminology appropriate to the audience.  **(K10, S6)** |  |  |  |
| Explains the constraints of searching the internet and accessing information securely by reference to currency; relevance; authority; accuracy; purpose (CRAAP). **(K11)** |  |  |  |
| **Theme (Core) Digital Learning - KSBs: K12, K15, S7** | | | |
| **K12.** Approaches to planning and organising own learning activities to maintain and develop digital skills (CPD).  **K15.** Current and emerging digital technologies and the possible implications for work on a support desk including the impacts of digital technologies for climate change, sustainability and moving to net carbon zero.  **S7.** Use digital resources to extend own knowledge and skills relevant to their role. | | | |
| Describes planning and organising their own learning to maintain and develop digital skills relevant to their role.  **(K12, S7)** |  |  |  |
| Summarises current and emerging digital technologies and the possible implications for their work including the impacts of climate change, sustainability and the move to net carbon zero.  **(K15)** |  |  |  |

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| **Theme (Core) Continuous Improvement - KSBs: K14, S9, B5** | | | |
| **K14.** Principles of continuous improvement within the context of the application and use of digital technologies and the benefits.  **S9.** Use digital systems to identify productivity and performance improvements.  **B5**. Takes a sustainable mindset towards digital support activities ensuring climate change and the move to net carbon zero by 2050 is a consideration. | | | |
| Summarises the need for continuous improvement with the application and use of digital technologies and the benefits.  **(K14)** |  |  |  |
| Explains how they use digital systems to identify productivity and performance improvements including the consideration of sustainable approaches.  **(S9, B5)** |  |  |  |
| **Theme (Core) Teamwork – KSBs: K13, S10** | | | |
| **K13.** Approaches to effective time management and prioritisation.  **S10.** Use digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice. | | | |
| Outlines the organisational approaches to time management and prioritisation.  **(K13)** |  |  |  |
| Describes the use of digital technologies to operate effectively within a team and enable the sharing of information and best practice.  **(S10)** |  |  |  |
|  | Evaluates the importance and impact of their work on other team members.  **(K3, S10)** |  |  |

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| **Technical Support – Technical Support and Guidance (Service) KSBs: K25, K26, S19** | | | |
| **K25.** Approaches to minimising and communicating the impact of required technical procedures.  **K26.** Approaches to the training and support of stakeholders to make the best use of the organisation’s digital systems.  **S19.** Provide and direct end-users to tools and resources to help them to resolve their digital problems. | | | |
| Explains how they identify, minimise and communicate the impact of required technical procedures. **(K25)** |  |  |  |
| Explains how they train and support stakeholders to make the best use of the organisation’s digital system. **(K26)** |  |  |  |
| Describes how they provide and direct end-users to tools and resource to help them to resolve their problem. **(S19)** |  |  |  |
|  | Evaluates their selection of tools or actions taken to resolve customer problems. **(S19)** |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KSB coverage – Tick the box** to confirm the Knowledge, Skills and Behaviours (KSBs) are evidenced in the Portfolio. | | | | | |
| **Knowledge** | | | **Skills** | | **Behaviours** |
| **K1**  **K3**  **K4**  **K7**  **K8** | **K10**  **K11**  **K12**  **K13**  **K14** | **K15**  **K25**  **K26** | **S1**  **S3**  **S5**  **S6** | **S7**  **S9**  **S10**  **S19** | **B2**  **B4**  **B5** |

**Level 3 End-point Assessment for ST0120/AP1.1 Digital Service Technician (9703-13)**

703: Apprentice Portfolio Checklist

This checklist has been created to help you and your provider/employer ensure that all relevant information is accounted for.

You do **not** need to submit a completed ‘checklist’ to City & Guilds.

|  |  |  |
| --- | --- | --- |
| Apprentice Portfolio Checklist | | Tick when confirmed |
| 1. | Does evidence have the name of the apprentice, date and evidence reference on each of the relevant pieces of evidence? |  |
| 2. | Have you checked your evidence is valid, authentic, current and sufficient (VACS) to fulfill the requirements of the assessment plan? |  |
| 3. | The portfolio will typically contain **within 5 discrete pieces of evidence**. |  |
| 4. | If submitting up to 5 multimedia clips (individual duration of 5 minutes max); is the apprentice identifiable throughout, with a narrative of the actions being taken? |  |
| 5. | Does evidence clearly show it is the apprentice’s individual work (and if involved in teamwork, is it clear what specific contribution the apprentice made)? |  |
| 6. | Does the evidence clearly demonstrate your relevant knowledge? |  |
| 7. | Are any witness testimonies or employer references tailored to you? |  |
| 8. | Has the portfolio been checked that NO reflective accounts or any methods of self-assessment are included? |  |
| 9. | Have you used a mandatory evidence reference matrix form? Has all evidence been referenced? |  |
| 10. | Has your portfolio evidence covered all the KSBs and grading descriptors that are referenced? |  |
| 11. | Does the portfolio showcase your best pieces of work to meet the KSBs? |  |
| 12. | Does any commercially sensitive/ personal information used, contravene Data Protection/Policies? |  |
| 13. | Are all external sources of information appropriately referenced or permission obtained for their use? |  |
|  | **Reminder:** You must upload the completed ‘Evidence Reference Matrix – Portfolio’ to EPA Pro in **word format** |  |

**Level 3 End-point Assessment for ST0120/AP1.1 Digital Service Technician (9703-13)**

704: Declaration of Authenticity Form – Project Report/Presentation

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used. The Project Report has met the word count requirement of 1500 words (including headings).** A tolerance of plus or minus 10% is allowed (no less than 1350 words or more than 1650 words).

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature | **Date** | DD/MM/YY |

**Line manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** | Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

**I confirm that the evidenced presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

**Level 3 End-point Assessment for ST0120/AP1.1 Digital Service Technician (9703-13)**

704: Evidence Reference Matrix – Project Report

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice name:** | | **Enrolment number:** | |
| **Please enter the word count for your Project Report submission:**  **The project report has a word count of 1500 words (including headings).** A tolerance of plus or minus 10% is allowed at the apprentice’s discretion (no less than 1350 words or more than 1650 words). Appendices, references, and diagrams will **not** be included in this total. | | **Enter word count here:** | |
| **Pass criteria in Standard**  **(For reference only)** | **Distinction criteria in Standard**  **(for reference only)** | **Map evidence to the relevant KSB(s). Enter evidence reference number.**  **(Apprentice only)** | **Checked the evidence has been mapped correctly.**  **(Provider/ Employer only)** |
| **Theme (Core) Data Management - KSBs: K5 S2** | | | |
| **K5**. The concepts and fundamentals of data;   * searching, storing, integrating, and organising data * how organisations use various types of data * data entry and maintenance. * the key features and functions of information systems data formats and their importance for analysis   **S2.** Use data accurately and securely to meet business requirements and in line with organisational procedures and legislation. | | | |
| Describes the concepts and fundamentals of data.  **(K5)** |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Uses data accurately and securely to meet business requirements and in line with organisational procedures and legislation. **(S2)** |  |  |  |
|  | Evaluates the impact of maintaining data accuracy and security on the organisation. **(K5, S2)** |  |  |
| **Theme (Core) Working Safely and Securely (Cyber Security) - KSB: S11** | | | |
| **S11. Maintain system security in line with organisational policies.** | | | |
| Uses digital technologies to maintain system security. **(S11)** |  |  |  |
|  | Evaluates the organisation's policies to demonstrate how system security is maintained and protects the organisation. **(S11)** |  |  |
| **Theme (Core) Digital Services Support – KSBs: K6, S4, B3** | | | |
| **K6**. The key principles and processes for diagnosing stakeholder’s digital problems.  **S4**. Provide an appropriate and effective response to enquiries, providing support and information utilising digital channels and in line with organisation protocols.  **B3.** Professional approach to dealing with stakeholder's problems. | | | |
| Explains the key principles and processes for diagnosing stakeholder's digital problems. **(K6)** |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Demonstrates valid support and/or responses to enquiries using selected digital channels in line with organisational protocols. **(S4)** |  |  |  |
| Interacts with stakeholders in a calm and logical manner in accordance with guidelines set out by the organisational code of conduct. **(B3)** |  |  |  |
|  | Appraises their support or response given to enquiries and if relevant their selection of digital channel by reference to alternative courses of action that were available to them. **(S4)** |  |  |
| **Theme (Core) Business and Decision Making – KSBs: K2, K9, K16, S8, B1** | | | |
| **K2.** Types of digital architecture and how it relates to their organisation;   * physical storage versus cloud * role of operating systems and servers.   **K9.** Significance of an organisation’s digital presence;   * how this is maintained and what products are use * how the brand is represented and safeguarded.   **K16**. Approaches to assessing the impact of their actions on other stakeholders within a support desk environment.  **S8.** Risk assess the organisational impact of decisions that they take.  **B1.** Work independently and take responsibility to maintain productive and professional working environment with secure working practices. | | | |
| Describes their own organisation's digital architecture. **(K2)** |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Outlines their organisations digital presence, how it is maintained, what products are used and how relevant brands are represented and safeguarded. **(K9)** |  |  |  |
| Applies organisational risk assessment strategies in the activity when dealing with stakeholders to make decisions (within a help desk environment). **(K16, S8)** |  |  |  |
| Explains how they establish an approach to work tasks which reflects (their) independent initiative and a responsibility to maintain a productive and professional working environment in line with the policies/code of conduct set out by the company/organisation. **(B1)** |  |  |  |
|  | Evaluates the impact of their activity project on their organisation's digital presence and/or brand. **(K9)** |  |  |
|  | Evaluates the impact on the organisation of using risk assessment strategies to make decisions which influence project outcomes. **(K16, S8)** |  |  |

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| **Technical Support (Service) – Information and Products Service - KSB: S16** | | | |
| **S16.** Support customers in the use of information, products and services through digital channels. | | | |
| Supports customers in the use of information, products and services through digital channels. **(S16)** |  |  |  |
|  | Analyses trends which stakeholders use to identify a common theme or issue and recommends solutions to minimise the impact. **(S16)** |  |  |
| **Technical Support (Service) Technical Problem Solving - KSBs: K22, S17** | | | |
| **K22.** The components of databases and their use.  **S17.** Diagnoses technical problems by identifying and applying tools and techniques to undertake fault finding, recording and rectification. | | | |
| Explains the components of databases and their use in digital support activities. **(K22)** |  |  |  |
| Explains how they diagnose technical problems by identifying and applying tools and techniques to undertake fault-finding, recording and rectification. **(S17)** |  |  |  |
| **Technical Support (Service) System Support – KSBs: K23, K24, S18** | | | |
| **K23.** Approaches to stakeholder systemconfigurations and how this impacts on providing technical support  **K24.** The importance and security implications of updating and maintaining stakeholders systems.  **S18.** Maintain end-user systems physically or remotely. For example: software, hardware or operating systems. | | | |
| Describes stakeholder’s system configurations and how they impact on providing technical support. **(K23)** |  |  |  |
| Explains the importance and security implications of updating and maintaining stakeholder’s systems. **(K24)** |  |  |  |
| Demonstrates how they maintain end-user systems physically or remotely. For example: software, hardware or operating system. **(S18)** |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **KSB coverage - Tick the box** to confirm the Knowledge, Skills and Behaviours (KSBs) are evidenced in the Project Report. | | | | |
| **Knowledge** | | **Skills** | | **Behaviours** |
| **K2**  **K5**  **K6**  **K9** | **K16**  **K22**  **K23**  **K24** | **S2**  **S4**  **S8**  **S11** | **S16**  **S17**  **S18** | **B1**  **B3** |

**Level 3 End-point Assessment for ST0120/AP1.1 Digital Service Technician (9703-13)**

704: Apprentice Project Report and Presentation Checklist

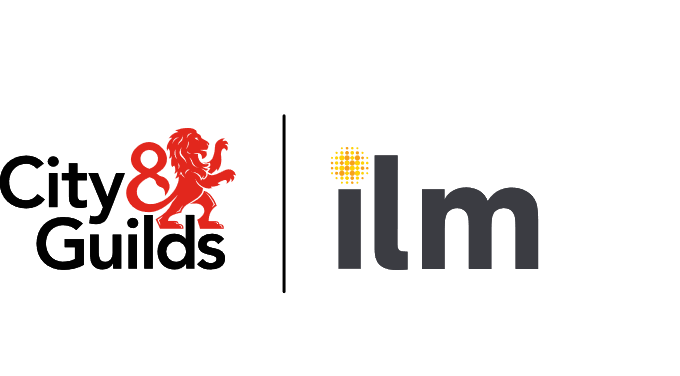
This checklist has been created to help you and your provider/employer ensure that all relevant information is accounted for.

You do **not** need to submit a completed ‘checklist’ to City & Guilds.

|  |  |  |
| --- | --- | --- |
| **Apprentice Project Report and Presentation Checklist** | | **Tick when confirmed** |
| **Project Report:** | |  |
| 1. | The project was started after the Gateway has been confirmed (this is a requirement of the assessment plan) |  |
| 2. | The project report is being submitted in a form of a word-processed electronic report |  |
| 3. | The project has a real business application and benefit. |  |
| 4. | The project meets the needs of your employer’s business and is relevant to your occupation and apprenticeship. |  |
| 5. | The report should contain clear explanation of the tasks carried out and relevant associated visual infographics. |  |
| 6. | Word count of 1500 words has been met, including headings. (-/+ 10% allowed – no less than 1350 words or more than 1650 words). If the project report word count is not within these perimeters, it has not met the assessment plan requirements, please review. *Appendices, references and diagrams will* ***not*** *be included in the word count total.* |  |
| 7. | The project report includes the following:   * an introduction * the scope of the project (including key performance indicators) * a project plan * a summary of actions undertaken by the apprentice * project outcomes and how these were achieved * conclusions and recommendations |  |
| 8. | An appendix containing the mapping of how the Knowledge, Skills and Behaviours (KSBs) are evidenced through the project report. City and Guilds have provided an evidence reference matrix for the Project Report in this pack. You may choose your own version, but this must clearly map the evidence to the KSBs assigned to this assessment method. |  |
| 9. | An appendix referencing acknowledgement of any sources used. |  |
| 10. | Does any commercially sensitive/ personal information used, contravene Data Protection/Policies? |  |
| 11. | Are all external sources of information appropriately referenced or permission obtained for their use? |  |
| **Presentation:** | | |
| 1. | The presentation must include:   * an overview of the project * the project scope (including key performance indicators) * summary of actions undertaken by the apprentice * project outcomes and how these were achieved.   \* Must include speaker notes and any supporting materials with the presentation when submitting presentation evidence to City & Guilds. |  |
| 2. | Does any commercially sensitive/ personal information used, contravene Data Protection/Policies? |  |
| 3. | Are all external sources of information appropriately referenced or permission obtained for their use? |  |
| 4. | Have you practiced your presentation? |  |

# Contact Us

|  |  |
| --- | --- |
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|  |
| --- |
| Who we are  As part of the City & Guilds Group, we believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future.  As workplaces evolve, so do we. That’s why we set the standard for skills that transform lives, industries, and economies. |
| About City & Guilds  Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.  We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.  City and Guilds Group  **Giltspur House**  **5–6 Giltspur Street**  **London EC1A 9DE**  [www.cityandguilds.com](http://www.cityandguilds.com) |
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