

## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 NVQ Certificate in Customer Service**

is awarded to  
**Rebecca Garcia**

who was successful in the following module

Level 2 Resolve customer service problems (6 credits)

M6011511 Pass

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 24 October 2013

241013/4430-02/014865/YFH0602/F/25/11/77  
8451565645  
5500902574/60



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Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Azree Baharudin**

This holder has a number of formal Unit Credits by which this Award was achieved

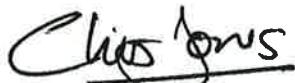
Regulated by  
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Awarded 24 October 2013

241013/3748-02/014865/APR6879/F/30/06/90  
4684708798  
5500901433/150



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Azree Baharudin**

#### who was successful in the following 4 modules

Level 2 Principles of personal responsibilities and working in a business environment (online) (4 credits)	L/601/7638	Distinction
Level 2 Principles of providing administrative services (online) (4 credits)	R/601/7639	Pass
Level 2 Principles of managing information and producing documents (online) (3 credits)	J/601/7640	Distinction
Level 2 Principles of supporting change in a business environment (online) (1 credit)	L/601/7641	Pass

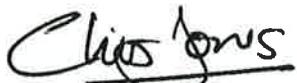
Regulated by  
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Awarded 23 October 2013

231013/4475-02/014865/APR6879/F/30/06/90  
4684708798  
5500901433/80



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**Level 2 Certificate in Principles of Business and Administration  
501/0159/6**

is awarded to  
**Stan Miller**

This holder has a number of formal Unit Credits by which this Award was achieved

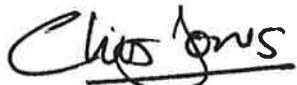
Regulated by  
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Awarded 23 October 2013

231013/4475-02/014865/APR6905/M/24/01/95  
2520401612  
5500901433/70



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Welsh Government**



## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 Certificate in Principles of Business and Administration**

is awarded to  
**Stan Miller**

who was successful in the following module

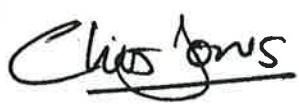
Level 2 Principles of maintaining stationery stock (online) (1 credit) Y/601/7643 Pass

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Awarded 23 October 2013

231013/4475-02/014865/APR6905/M/24/01/95  
2520401612  
5500901433/90

  
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Director-General  
The City and Guilds of London Institute



**Functional Skills qualification in Information and Communication Technology (ICT) at Level 2  
501/0639/9**

is awarded to  
**Julie Bailey**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by



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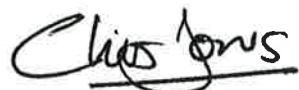
Awarded 21 September 2013

210913/3748-03/014865/BGQ2414/F/24/04/60

5500875514/60



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Director-General  
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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

**is awarded to  
Paul Swift**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by



For more information see <http://register.ofqual.gov.uk>

Awarded 20 July 2013

200713/3748-02/014865/ZWQ4858/M/05/03/91

5500820720/40



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Julie Bailey**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 18 March 2013

180313/3748-02/014865/BGQ2414/F/24/04/60

5500702812/10



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**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**Rebecca Garcia**

This holder has a number of formal Unit Credits by which this Award was achieved

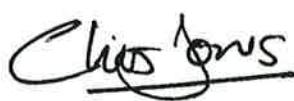
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Awarded 24 October 2013

241013/4430-02/014865/YFH0602/F/25/11/77  
8451565645  
5500902574/50

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**Qualification Certificate**

**SAMANTHA BEATTIE**

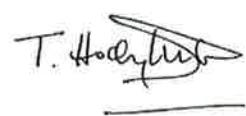
has achieved the

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101387613  
Certificate number: 2717371  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

Regulated by

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Regulation and Inspection Agency

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## Credit and Unit Summary Certificate

SAMANTHA BEATTIE

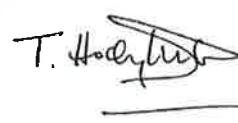
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

Unit Number	Unit Title	Unit Level	Credit Value
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101387613  
Certificate number: 2717371  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

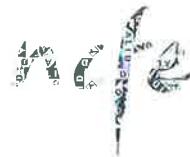


Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by



For more information see <http://register.ofqual.gov.uk>



**Qualification Certificate**

**SAMANTHA BEATTIE**

has achieved the

**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
**Chief Executive**  
**NCFE**

Qualification number: 501/0935/2  
Date awarded: 12/09/2013  
Candidate number: 101387852  
Certificate number: 2717362  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17

  
**Terry Hodgkinson CBE**  
**Chair**  
**NCFE**

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## Credit and Unit Summary Certificate

SAMANTHA BEATTIE

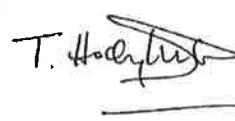
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
L/600/9636	SUPPORT TEAM MEMBERS IN IDENTIFYING, DEVELOPING AND IMPLEMENTING NEW IDEAS	Level 3	4



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 12/09/2013  
Candidate number: 101387852  
Certificate number: 2717362  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17



Terry Hodgkinson CBE  
Chair  
NCFE

**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Samantha Beattie**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 02 February 2013

020213/3748-02/014865/ZZG1792/F/13/06/90

5500663057/20



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**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Samantha Beattie**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 04 May 2013

040513/3748-03/014865/ZZG1792/F/13/06/90

5500744637/40



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Director-General  
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Welsh Government



**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Jordan Becker**

This holder has a number of formal Unit Credits by which this Award was achieved

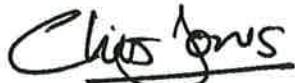
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Awarded 28 September 2013

280913/3748-03/014865/APR8581/M/04/04/92  
6904159633  
5500881398/780



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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Jordan Becker**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 21 June 2013

210613/3748-02/014865/APR8581/M/04/04/92  
6904159633  
5500788594/40



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**Functional Skills qualification in English at Level 1  
500/9319/8**

**is awarded to  
Joanne Brown**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 2	F/601/1464	Pass
Functional English Writing at Level 2	F/601/1464	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

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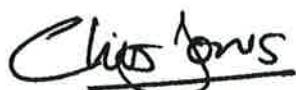
Awarded 19 September 2013

190913/3748-01/014865/ZVP3029/F/14/06/74

5500873342/200



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Joanne Brown**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 14 November 2012

141112/3748-02/014865/ZVP3029/F/14/06/74

5500602984/50



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**Level 2 Certificate in Customer Service  
500/6329/7**

is awarded to  
**Joanne Brown**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 27 September 2013

270913/4417-02/014865/ZVP3029/F/14/06/74

5500881398/220



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to

**Joanne Brown**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits)

J/600/0658 Pass

Awarded 27 September 2013

270913/4417-02/014865/ZVP3029/F/14/06/74

5500881398/290



R06  
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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Joanne Brown**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits)

J/600/1003 Merit

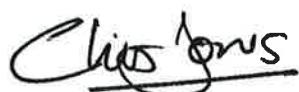
Awarded 22 February 2013

220213/4417-02/014865/ZVP3029/F/14/06/74

5500684920/10



R06  
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**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**Joanne Brown**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 27 September 2013

270913/4430-02/014865/ZVP3029/F/14/06/74

5500881398/560



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 NVQ Certificate in Customer Service

is awarded to  
**Joanne Brown**

#### who was successful in the following 6 modules

Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Deal with customers face to face (5 credits)	T6011221	Pass
Level 2 Deliver reliable customer service (5 credits)	J6011210	Pass
Level 2 Resolve customer service problems (6 credits)	M6011511	Pass
Level 2 Develop customer relationships (6 credits)	T6011526	Pass

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Awarded 27 September 2013

270913/4430-02/014865/ZVP3029/F/14/06/74

5500881398/630



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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

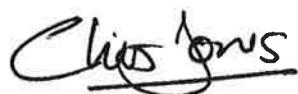
is awarded to  
**Caroline Carlton**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 28 January 2013

280113/3748-02/014865/AHB1726/F/20/09/89

5500657203/20



L678

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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Katie Chamberlain**

This holder has a number of formal Unit Credits by which this Award was achieved

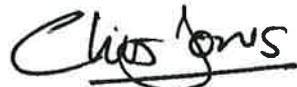
Awarded 24 January 2013

240113/3748-02/014865/ARQ0721/F/24/05/84

5500649714/150



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Chairman  
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Chris Jones  
Director-General  
The City and Guilds of London Institute

Regulated by  
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威尔士政府  
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Welsh Government**

  
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**Level 3 Certificate in Principles of Business and Administration  
501/0093/2**

is awarded to  
**Katherine Elizabeth Cutmore**

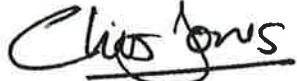
This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 09 July 2013

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1788366394  
5500807102/270



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Chris Jones  
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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 3 NVQ Diploma in Business and Administration

is awarded to  
**Katherine Elizabeth Cutmore**

who was successful in the following 9 modules

Level 2 Store and retrieve information (3 credits)	R/601/2490	Pass
Level 3 Manage own performance in a business environment (3 credits)	L/601/2519	Pass
Level 3 Evaluate and improve own performance in a business environment (3 credits)	F/601/2520	Pass
Level 3 Work in a business environment (4 credits)	J/601/2521	Pass
Level 3 Communicate in a business environment (3 credits)	K/601/2527	Pass
Level 3 Work with other people in a business environment (4 credits)	R/601/2523	Pass
Level 3 Design and produce documents in a business environment (4 credits)	M/601/2531	Pass
Level 3 Deliver, monitor and evaluate customer service to external customers (3 credits)	F/601/2551	Pass
Level 3 Database software ( 6 credits)	T/502/4556	Pass

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Awarded 09 July 2013

090713/4428-03/014865/YFH0736/F/22/04/91  
1788366394  
5500807102/300



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 3 Certificate in Principles of Business and Administration**

is awarded to  
**Katherine Elizabeth Cutmore**

who was successful in the following module

Level 3 Principles of contributing to innovation and change (2 credits)

J/601/7654 Pass

Awarded 09 July 2013

090713/4475-03/014865/YFH0736/F/22/04/91  
1788366394  
5500807102/280



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Welsh Government



**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 2  
501/0639/9**

is awarded to  
**Katherine Elizabeth Cutmore**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 08 March 2013

080313/3748-03/014865/YFH0736/F/22/04/91  
1788366394  
5500695084/30



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The City & Guilds Group comprises City & Guilds and ILM.



**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

**is awarded to  
Katherine Elizabeth Cutmore**

This holder has a number of formal Unit Credits by which this Award was achieved

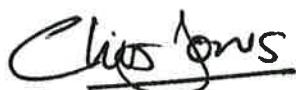
Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 06 February 2013

060213/3748-02/014865/YFH0736/F/22/04/91  
1788366394  
5500668981/10



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## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 3 Certificate in Principles of Business and Administration**

is awarded to  
**Katherine Elizabeth Cutmore**

who was successful in the following 4 modules

Level 3 Principles of personal responsibilities and how to develop and evaluate own performance at work (4 credits)	D/601/7644	Merit
Level 3 Principles of working with and supervising others in a business environment (3 credits)	H/601/7645	Distinction
Level 3 Principles of managing information and producing documents in a business environment (4 credits)	M/601/7647	Merit
Level 3 Principles of providing and maintaining administrative services (4 credits)	M/601/7650	Pass

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Awarded 08 March 2013

080313/4475-03/014865/YFH0736/F/22/04/91  
1788366394  
5500695084/10



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Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



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Welsh Government





Qualification Certificate

**KYLIE DANIELS**

has achieved the

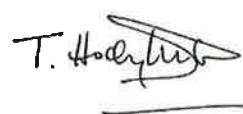
**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 12/09/2013  
Candidate number: 101459293  
Certificate number: 2717457  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13



Terry Hodgkinson CBE  
Chair  
NCFE

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ncfe

## Credit and Unit Summary Certificate

KYLIE DANIELS

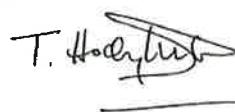
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
R/602/0413	KEY PRINCIPLES OF MANAGEMENT AND LEADERSHIP	Level 3	5
H/602/0416	IMPROVING YOUR OWN MANAGEMENT AND LEADERSHIP PERFORMANCE	Level 3	2
Y/602/0445	APPRAISING AND DEVELOPING STAFF	Level 3	3
H/602/0450	SUPPORTING ORGANISATIONAL CHANGE INITIATIVES	Level 4	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 12/09/2013  
Candidate number: 101459293  
Certificate number: 2717457  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13



Terry Hodgkinson CBE  
Chair  
NCFE

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ncfe

**Qualification Certificate**

**KYLIE DANIELS**

has achieved the

**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
Date awarded: 12/09/2013  
Candidate number: 101441161  
Certificate number: 2717455  
Centre number: 014865  
Session: 2011/2012  
Credit value: 25

  
Terry Hodgkinson CBE  
Chair  
NCFE

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## Credit and Unit Summary Certificate

**KYLIE DANIELS**

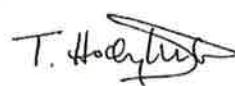
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
L/600/9586	MANAGE OWN PROFESSIONAL DEVELOPMENT WITHIN AN ORGANISATION	Level 3	4
M/600/9600	SET OBJECTIVES AND PROVIDE SUPPORT FOR TEAM MEMBERS	Level 3	5
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
M/600/9628	MANAGE OR SUPPORT EQUALITY OF OPPORTUNITY, DIVERSITY AND INCLUSION IN OWN AREA OF RESPONSIBILITY	Level 3	4
H/600/9674	PLAN, ALLOCATE AND MONITOR WORK IN OWN AREA OF RESPONSIBILITY	Level 4	5
F/600/9679	ADDRESS PERFORMANCE PROBLEMS AFFECTING TEAM MEMBERS	Level 4	3



David Grailey  
 Chief Executive  
 NCFE

Qualification number: 501/0994/7  
 Date awarded: 12/09/2013  
 Candidate number: 101441161  
 Certificate number: 2717455  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 25



Terry Hodgkinson CBE  
 Chair  
 NCFE

**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Kylie Daniels**

This holder has a number of formal Unit Credits by which this Award was achieved

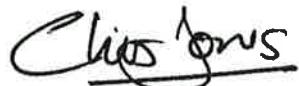
Awarded 25 December 2012

251212/3748-02/014865/ARL9540/F/23/07/88

5500633135/50



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Chris Jones  
Director-General  
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**Llywodraeth Cymru  
Welsh Government**



**GCEI**  
Rewarding Learning





This certificate is awarded to

**Jamie Darby**

who has successfully completed the

**Intermediate Level Apprenticeship in  
Customer Service**

**in the Business Skills Sector**

Completion date:  
10 October 2013

Chairman  
Federation For Industry Sector Skills & Standards



Certificate number:

67DCD826-150C319C-8FB69B59-F8291B1F-C4098F1E-54X25444  
Apprentice Number: ACE09CFA9

Serial Number: **1541631**

**Functional Skills qualification in English at Level 1  
500/9319/8**

**is awarded to  
Jamie Neil Darby**

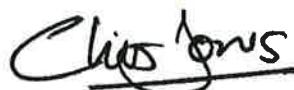
**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 1	H/601/2137	Pass
Functional English Writing at Level 1	H/601/2137	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

Regulated by  
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Awarded 02 October 2013

021013/3748-01/014865/YFH0626/M/26/07/87  
5835332164  
5500884199/60



1678

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The City & Guilds Group comprises City & Guilds and ILM.



**Level 2 Certificate in Customer Service  
500/6329/7**

is awarded to  
**Jamie Neil Darby**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 27 September 2013

270913/4417-02/014865/YFH0626/M/26/07/87  
5835332164  
5500881398/190

  
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**Chris Jones**  
Director-General  
The City and Guilds of London Institute



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Welsh Government**



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Jamie Neil Darby**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits)

J/600/0658 Distinction

Awarded 27 September 2013

270913/4417-02/014865/YFH0626/M/26/07/87  
5835332164  
5500881398/260



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**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**Jamie Neil Darby**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 27 September 2013

270913/4430-02/014865/YFH0626/M/26/07/87  
5835332164  
5500881398/530



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 NVQ Certificate in Customer Service

is awarded to  
**Jamie Neil Darby**

#### who was successful in the following 6 modules

Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 1 Do your job in a customer-friendly way (5 Credits)	A6011205	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Deal with incoming telephone calls from customers (5 credits)	F6011223	Pass
Level 2 Develop customer relationships (6 credits)	T6011526	Pass
Level 3 Monitor and solve customer service problems (6 credits)	J6011515	Pass

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Awarded 27 September 2013

270913/4430-02/014865/YFH0626/M/26/07/87  
5835332164  
5500881398/600



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Director-General  
The City and Guilds of London Institute

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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

**is awarded to  
Jamie Neil Darby**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 28 February 2013

280213/3748-02/014865/YFH0626/M/26/07/87  
5835332164  
5500689754/190



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## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 Certificate in Customer Service**

is awarded to  
**Jamie Neil Darby**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits)

J/600/1003 Merit

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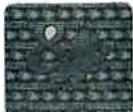
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Awarded 01 March 2013

010313/4417-02/014865/YFH0626/M/26/07/87  
5835332164  
5500690825/20

R06  
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**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Emilie Dobbie**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Awarded 26 June 2013

260613/3748-03/014865/ZBR3245/F/17/04/90

5500793364/460



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**Functional Skills qualification in English at Level 1  
500/9319/8**

**is awarded to  
Emilie Dobbie**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 1	H/601/2137	Pass
Functional English Writing at Level 1	H/601/2137	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

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Awarded 11 September 2013

110913/3748-01/014865/ZBR3245/F/17/04/90

5500866341/430



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Chris Jones  
Director-General  
The City and Guilds of London Institute



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Welsh Government

L678



**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Emilie Dobbie**

This holder has a number of formal Unit Credits by which this Award was achieved

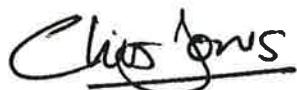
Awarded 13 June 2013

130613/3748-02/014865/ZBR3245/F/17/04/90

5500780299/40



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Chairman  
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Welsh Government



**Level 2 Certificate in Principles of Business and Administration  
501/0159/6**

is awarded to  
**Emilie Dobbie**

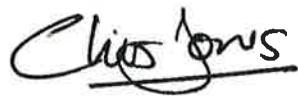
This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 04 August 2013

040813/4475-02/014865/ZBR3245/F/17/04/90

5500836108/40



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Chris Jones  
Director-General  
The City and Guilds of London Institute



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## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 Certificate in Principles of Business and Administration**

is awarded to  
**Emilie Dobbie**

who was successful in the following 2 modules

Level 2 Principles of supporting change in a business environment (online) (1 credit)	L/601/7641	Distinction
Level 2 Principles of maintaining stationery stock (online) (1 credit)	Y/601/7643	Distinction

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Awarded 04 August 2013

040813/4475-02/014865/ZBR3245/F/17/04/90

5500836108/50



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Chairman  
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Chris Jones  
Director-General  
The City and Guilds of London Institute



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## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 Certificate in Principles of Business and Administration**

is awarded to  
**Emilie Dobbie**

who was successful in the following module

Level 2 Principles of managing information and producing documents (online) (3 credits) J/601/7640 Merit

Awarded 27 July 2013

270713/4475-02/014865/ZBR3245/F/17/04/90

5500828643/10



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Chris Jones  
Director-General  
The City and Guilds of London Institute

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## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 Certificate in Principles of Business and Administration**

is awarded to  
**Emilie Dobbie**

who was successful in the following module

Level 2 Principles of providing administrative services (online) (4 credits)

R/601/7639 Merit

Awarded 08 June 2013

080613/4475-02/014865/ZBR3245/F/17/04/90

5500776661/10



R06  
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Chairman  
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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Emilie Dobbie**

who was successful in the following module

Level 2 Principles of personal responsibilities and working in a business environment (online) (4 credits)

L/601/7638      Distinction



Awarded 08 May 2013

080513/4475-02/014865/ZBR3245/F/17/04/90

5500747877/10



Sir John Armitt, CBE FREng FCGI  
Chairman  
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Chris Jones  
Director-General  
The City and Guilds of London Institute



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R06



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## Qualification Certificate

**MILLERNA DUMALINA**

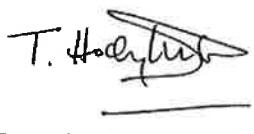
has achieved the

## NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 03/09/2013  
Candidate number: 101387854  
Certificate number: 2697272  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

**MILLERNA DUMALINA**

has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
H/600/9688	PARTICIPATE IN MEETINGS	Level 2	2



David Grailey  
 Chief Executive  
 NCFE

Qualification number: 501/0935/2  
 Date awarded: 03/09/2013  
 Candidate number: 101387854  
 Certificate number: 2697272  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 17



Terry Hodgkinson CBE  
 Chair  
 NCFE

Regulated by  
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**Qualification Certificate**

**MILLERNA DUMALINA**

**has achieved the**

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number:	600/2029/5
Date awarded:	03/09/2013
Candidate number:	101387615
Certificate number:	2697227
Centre number:	014865
Session:	2011/2012
Credit value:	16

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

MILLERNA DUMALINA

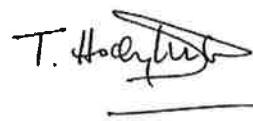
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

Unit Number	Unit Title	Unit Level	Credit Value
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 03/09/2013  
Candidate number: 101387615  
Certificate number: 2697227  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

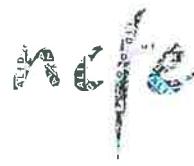


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ncfe

**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Millerna Dumalina**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 17 April 2013

170413/3748-02/014865/ZRL3719/F/12/08/72

5500728182/60



L678  
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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Ashley Eva**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 21 June 2013

210613/3748-02/014865/BXK5814/M/20/01/89

5500788594/50



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This certificate is awarded to

**Sue French**

who has successfully completed the

**Intermediate Level Apprenticeship in  
Team Leading**

**in the Business Skills Sector**

Completion date:  
04 October 2013

Chairman  
Federation For Industry Sector Skills & Standards



Certificate number:

C040C90C-DE353A6D-FD6DF44A-097E0665-DD4F2FB7-54X25444  
Apprentice Number: ACE09928F

Serial Number: 1541040

## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 3 Certificate in Principles of Business and Administration**

is awarded to  
**Thomas Fearnley**

who was successful in the following module

Level 3 Principles of personal responsibilities and how to develop and evaluate own performance at work (online) (4 credits) D/601/7644 Merit

Regulated by  
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Awarded 19 September 2013 190913/4475-03/014865/CRY7827/M/28/03/92

5500874495/30



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**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Sue Ann French**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by



For more information see <http://register.ofqual.gov.uk>

Awarded 26 July 2013

260713/3748-03/014865/YFH0015/F/20/08/67  
4944112512  
5500827631/30



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Director-General  
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**Functional Skills qualification in English at Level 1  
500/9319/8**

**is awarded to  
Sue Ann French**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 1	H/601/2137	Pass
Functional English Writing at Level 1	H/601/2137	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

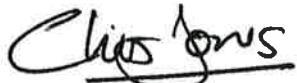
Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 07 August 2013

070813/3748-01/014865/YFH0015/F/20/08/67  
4944112512  
5500839552/10



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Director-General  
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**Qualification Certificate**

**SUE FRENCH**

has achieved the

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number:	600/2029/5
Date awarded:	03/09/2013
Candidate number:	101174104
Certificate number:	2697228
Centre number:	014865
Session:	2011/2012
Credit value:	16

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

SUE FRENCH

has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

<b>Unit Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
 Chief Executive  
 NCFE

Qualification number: 600/2029/5  
 Date awarded: 03/09/2013  
 Candidate number: 101174104  
 Certificate number: 2697228  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 16



Terry Hodgkinson CBE  
 Chair  
 NCFE

**Qualification Certificate**

**SUE FRENCH**

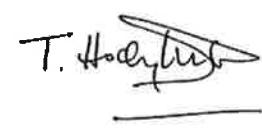
has achieved the

**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number:	501/0935/2
Date awarded:	03/09/2013
Candidate number:	101164571
Certificate number:	2697273
Centre number:	014865
Session:	2011/2012
Credit value:	17

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

SUE FRENCH

has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
D/600/9804	MANAGE CUSTOMER SERVICE IN OWN AREA OF RESPONSIBILITY	Level 3	4



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 03/09/2013  
Candidate number: 101164571  
Certificate number: 2697273  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17



Terry Hodgkinson CBE  
Chair  
NCFE

**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Sue Ann French**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 28 July 2013

280713/3748-02/014865/YFH0015/F/20/08/67  
4944112512  
5500829376/10

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1678

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**Functional Skills qualification in English at Level 1  
500/9319/8**

**is awarded to  
Rebecca Garcia**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 1	H/601/2137	Pass
Functional English Writing at Level 1	H/601/2137	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

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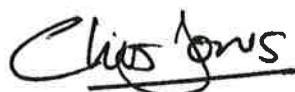
Awarded 04 October 2013

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8451565645  
5500886207/210

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L678



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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Rebecca Garcia**

This holder has a number of formal Unit Credits by which this Award was achieved

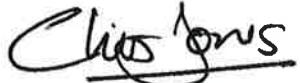
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Awarded 28 February 2013

280213/3748-02/014865/YFH0602/F/25/11/77  
8451565645  
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Director-General  
The City and Guilds of London Institute



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**Level 2 Certificate in Customer Service  
500/6329/7**

is awarded to  
**Rebecca Garcia**

This holder has a number of formal Unit Credits by which this Award was achieved

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ofqual.gov.uk

For more information see <http://register.ofqual.gov.uk>

Awarded 27 September 2013

270913/4417-02/014865/YFH0602/F/25/11/77  
8451565645  
5500881398/180

  
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Director-General  
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Welsh Government**



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Rebecca Garcia**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits) J/600/0658 Distinction

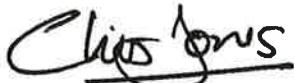
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Awarded 27 September 2013

270913/4417-02/014865/YFH0602/F/25/11/77  
8451565645  
5500881398/250



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Director-General  
The City and Guilds of London Institute



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Rebecca Garcia**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits)

J/600/1003 Distinction

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Awarded 01 March 2013

010313/4417-02/014865/YFH0602/F/25/11/77  
8451565645  
5500690825/10



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Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute

R06



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## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 NVQ Certificate in Customer Service**

is awarded to  
**Rebecca Garcia**

who was successful in the following 6 modules

Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 1 Maintain a positive and customer-friendly attitude (5 Credits)	R6011209	Pass
Level 1 Do your job in a customer-friendly way (5 Credits)	A6011205	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Communicate effectively with customers (5 credits)	R6011212	Pass
Level 2 Develop customer relationships (6 credits)	T6011526	Pass

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R06

Awarded 27 September 2013

270913/4430-02/014865/YFH0602/F/25/11/77  
8451565645  
5500881398/590



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Director-General  
The City and Guilds of London Institute



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Katie Hallows**

This holder has a number of formal Unit Credits by which this Award was achieved

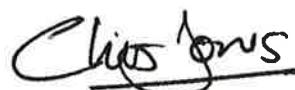
Awarded 13 November 2012

131112/3748-02/014865/ZLG8451/F/27/02/89

5500602103/90



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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Bryan Harding**

This holder has a number of formal Unit Credits by which this Award was achieved

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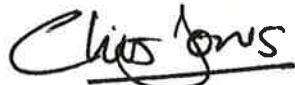
Awarded 02 February 2013

020213/3748-02/014865/AHB1531/M/10/07/75

5500663057/30



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Director-General  
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**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Bryan Harding**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 26 April 2013

260413/3748-03/014865/AHB1531/M/10/07/75

5500736628/90



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Director-General  
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**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**Richard Heelas**

This holder has a number of formal Unit Credits by which this Award was achieved

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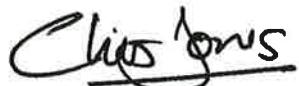
Awarded 27 September 2013

270913/4430-02/014865/ZXP5695/M/29/06/88

5500881398/580



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Director-General  
The City and Guilds of London Institute



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 NVQ Certificate in Customer Service

is awarded to  
**Richard Heelas**

#### who was successful in the following 6 modules

Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 1 Recognise and deal with customer queries, requests and problems (5 Credits)	M6011508	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Deliver reliable customer service (5 credits)	J6011210	Pass
Level 2 Develop customer relationships (6 credits)	T6011526	Pass
Level 3 Deal with customers in writing or electronically (6 credits)	R6011226	Pass

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Awarded 27 September 2013

270913/4430-02/014865/ZXP5695/M/29/06/88

5500881398/650



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Director-General  
The City and Guilds of London Institute



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**Level 2 Certificate in Customer Service**  
**500/6329/7**

is awarded to  
**Richard Heelas**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 27 September 2013

270913/4417-02/014865/ZXP5695/M/29/06/88

5500881398/240



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Richard Heelas**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits)

J/600/0658 Distinction

Awarded 27 September 2013

270913/4417-02/014865/ZXP5695/M/29/06/88

5500881398/310



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Richard Heelas**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 08 March 2013

080313/3748-02/014865/ZXP5695/M/29/06/88

5500695084/70



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**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Richard Heelas**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by



For more information see <http://register.ofqual.gov.uk>

Awarded 28 March 2013

280313/3748-03/014865/ZXP5695/M/29/06/88

5500713068/280



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Richard Heelas**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits)

J/600/1003 Merit

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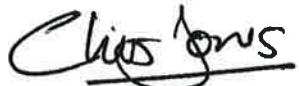
Awarded 25 March 2013

250313/4417-02/014865/ZXP5695/M/29/06/88

5500710824/10



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Justine Keogh**

who was successful in the following module

Level 2 Principles of managing information and producing documents (online) (3 credits) J/601/7640 Distinction

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Awarded 25 March 2013

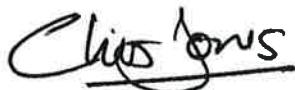
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5500710824/380



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The City & Guilds Group comprises City & Guilds and ILM.



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Justine Keogh**

who was successful in the following 2 modules

Level 2 Principles of personal responsibilities and working in a business environment (4 credits)	L/601/7638	Merit
Level 2 Principles of providing administrative services (4 credits)	R/601/7639	Merit

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 27 February 2013

270213/4475-02/014865/ZXP5610/F/16/07/94

5500688640/360



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



### Qualification Certificate

## CATHERINE KERR-SHEPPARD

has achieved the

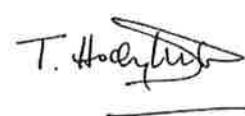
### NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 12/09/2013  
Candidate number: 101440458  
Certificate number: 2717363  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17



Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by



For more information visit <http://register.ofqual.gov.uk>



## Credit and Unit Summary Certificate

CATHERINE KERR-SHEPPARD

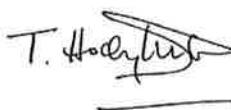
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
T/600/9730	MANAGE KNOWLEDGE IN OWN AREA OF RESPONSIBILITY	Level 3	4



David Gralley  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 12/09/2013  
Candidate number: 101440458  
Certificate number: 2717363  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17



Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by



Ofqual

For more information see <http://register.ofqual.gov.uk>



ncfe

**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Catherine Kerr-Sheppard**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by



For more information see <http://register.ofqual.gov.uk>

Awarded 04 March 2013

040313/3748-03/014865/ARL9269/F/11/08/92

5500692711/10



Sir John Armitt, CBE FREng FCIG  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 2  
501/0639/9**

is awarded to  
**Cheryl Knight**

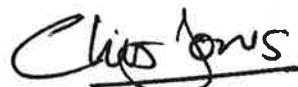
This holder has a number of formal Unit  
Credits by which this Award was achieved

Awarded 12 July 2013

120713/3748-03/014865/YFH0553/F/18/11/70  
1901729094  
5500810869/20



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute

Regulated by

**Ofqual**

For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru  
Welsh Government





## Qualification Certificate

**CATHERINE KERR-SHEPPARD**

has achieved the

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate

David Grailey  
Chief Executive  
NCFE

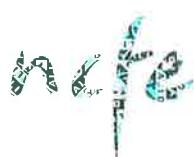
Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101440802  
Certificate number: 2717372  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by



For more information see <http://www.ofqual.gov.uk>



## Credit and Unit Summary Certificate

CATHERINE KERR-SHEPPARD

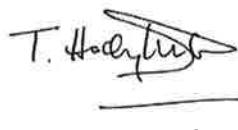
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

Unit Number	Unit Title	Unit Level	Credit Value
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101440802  
Certificate number: 2717372  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16



Terry Hodgkinson CBE  
Chair  
NCFE



ncfe.org.uk

**Qualification Certificate**

**CHERYL KNIGHT**

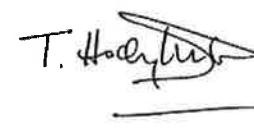
has achieved the

**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
Date awarded: 03/09/2013  
Candidate number: 101164780  
Certificate number: 2697176  
Centre number: 014865  
Session: 2011/2012  
Credit value: 25

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

Regulated by  
**Ofqual**  
考试委员会  
For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru  
Welsh Government



## Credit and Unit Summary Certificate

**CHERYL KNIGHT**

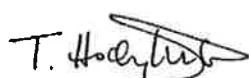
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
L/600/9586	MANAGE OWN PROFESSIONAL DEVELOPMENT WITHIN AN ORGANISATION	Level 3	4
M/600/9600	SET OBJECTIVES AND PROVIDE SUPPORT FOR TEAM MEMBERS	Level 3	5
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
M/600/9628	MANAGE OR SUPPORT EQUALITY OF OPPORTUNITY, DIVERSITY AND INCLUSION IN OWN AREA OF RESPONSIBILITY	Level 3	4
T/600/9601	PROVIDE LEADERSHIP AND DIRECTION FOR OWN AREA OF RESPONSIBILITY	Level 4	5
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
 Date awarded: 03/09/2013  
 Candidate number: 101164780  
 Certificate number: 2697176  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 25



Terry Hodgkinson CBE  
Chair  
NCFE



ncfe.org.uk

### Qualification Certificate

## CHERYL KNIGHT

has achieved the

### NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate

  
David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 03/09/2013  
Candidate number: 101459297  
Certificate number: 2697119  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13

  
Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by  
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考试与评估监管局  
For more information see <http://register.ofqual.gov.uk>

  
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## Credit and Unit Summary Certificate

CHERYL KNIGHT

has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
R/602/0413	KEY PRINCIPLES OF MANAGEMENT AND LEADERSHIP	Level 3	5
H/602/0416	IMPROVING YOUR OWN MANAGEMENT AND LEADERSHIP PERFORMANCE	Level 3	2
Y/602/0445	APPRaising AND DEVELOPING STAFF	Level 3	3
J/602/0411	HEALTH AND SAFETY RISK ASSESSMENT IN YOUR TEAM	Level 3	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 03/09/2013  
Candidate number: 101459297  
Certificate number: 2697119  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13



Terry Hodgkinson CBE  
Chair  
NCFE

**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Cheryl Knight**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by

**Ofqual**  
REGULATED BY OFQUAL

For more information see <http://register.ofqual.gov.uk>

Awarded 04 May 2013

040513/3748-02/014865/YFH0553/F/18/11/70  
1901729094  
5500744637/90



L678  
Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



**Llywodraeth Cymru  
Welsh Government**



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The City & Guilds Group comprises City & Guilds and ILM.



**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Tracey Knight**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

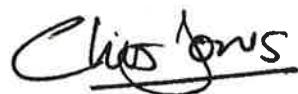
Awarded 09 August 2013

090813/3748-03/014865/AHB1468/F/26/07/73

5500840639/100



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Tracey Knight**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 18 April 2013

180413/3748-02/014865/AHB1468/F/26/07/73

5500729378/1720



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Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute



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The City & Guilds Group comprises City & Guilds and ILM.



**Llywodraeth Cymru  
Welsh Government**



This certificate is awarded to

**Ruben Marinca**

who has successfully completed the

Intermediate Level Apprenticeship in  
Team Leading

in the Business Skills Sector

Completion date:  
04 October 2013



Chairman  
Federation For Industry Sector Skills & Standards



Certificate number:

937BC884-FBBFC1FF-E77C9404-28CBBA47-1E62C7F6-54X25444  
Apprentice Number: ACE0991CD

Serial Number: **1540972**

**Functional Skills qualification in English at Level 1  
500/9319/8**

is awarded to  
**Ruben Emanuel Marinca**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 1	H/601/2137	Pass
Functional English Writing at Level 1	H/601/2137	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

Regulated by  
**Ofqual**  
Ofqual is regulated by Ofqual  
For more information see <http://register.ofqual.gov.uk>

Awarded 07 August 2013

070813/3748-01/014865/YFH0099/M/13/02/79  
1244722439  
5500839552/20



Llywodraeth Cymru  
Welsh Government

L678

Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute



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The City & Guilds Group comprises City & Guilds and ILM.





## Qualification Certificate

**RUBEN MARINCA**

has achieved the

### NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate

David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 03/09/2013  
Candidate number: 101164570  
Certificate number: 2697274  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17

Terry Hodgkinson CBE  
Chair  
NCFE

## Credit and Unit Summary Certificate

RUBEN MARINCA

has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
L/600/9734	PROCURE SUPPLIES	Level 3	2



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 03/09/2013  
Candidate number: 101164570  
Certificate number: 2697274  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17



Terry Hodgkinson CBE  
Chair  
NCFE

## Credit and Unit Summary Certificate

RUBEN MARINCA

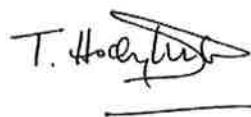
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

Unit Number	Unit Title	Unit Level	Credit Value
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 03/09/2013  
Candidate number: 101174103  
Certificate number: 2697229  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16



Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by



For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru  
Welsh Government





ncfe.org.uk

**Qualification Certificate**

**RUBEN MARINCA**

has achieved the

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 03/09/2013  
Candidate number: 101174103  
Certificate number: 2697229  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

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Llywodraeth Cymru  
Welsh Government



**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Ruben Emanuel Marinca**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by

**Ofqual**

Ofqual is regulated by Ofqual

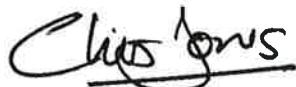
For more information see <http://register.ofqual.gov.uk>

Awarded 04 February 2013

040213/3748-03/014865/YFH0099/M/13/02/79  
1244722439  
5500665596/360



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government

L678



The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.  
The City & Guilds Group comprises City & Guilds and ILM.



**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Ruben Emanuel Marinca**

This holder has a number of formal Unit Credits by which this Award was achieved

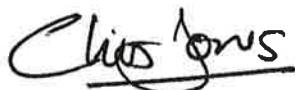
Awarded 20 December 2012

201212/3748-02/014865/YFH0099/M/13/02/79  
1244722439  
5500629705/360

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For more information see <http://register.ofqual.gov.uk>



**Llywodraeth Cymru  
Welsh Government**



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute

L678



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The City & Guilds Group comprises City & Guilds and ILM.



**GCE**  
Rewarding Learning

**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Ben McGregor**

This holder has a number of formal Unit Credits by which this Award was achieved

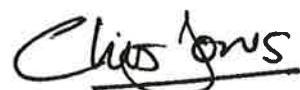
Awarded 28 January 2013

280113/3748-02/014865/AHB1578/M/17/04/86

5500657203/10



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute

Regulated by  
**Ofqual**  
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**Llywodraeth Cymru  
Welsh Government**

  
**GCEI**  
*Rewarding Learning*



**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Ben McGregor**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by



For more information see <http://register.ofqual.gov.uk>

Awarded 20 April 2013

200413/3748-03/014865/AHB1578/M/17/04/86

5500732263/20

Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government

L678



The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.  
The City & Guilds Group comprises City & Guilds and ILM.



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Stan Miller**

#### who was successful in the following 4 modules

Level 2 Principles of personal responsibilities and working in a business environment (online) (4 credits)	L/601/7638	Merit
Level 2 Principles of providing administrative services (online) (4 credits)	R/601/7639	Pass
Level 2 Principles of managing information and producing documents (online) (3 credits)	J/601/7640	Merit
Level 2 Principles of supporting change in a business environment (online) (1 credit)	L/601/7641	Merit

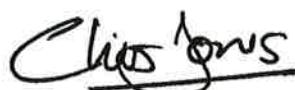
Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 25 September 2013

250913/4475-02/014865/APR6905/M/24/01/95  
2520401612  
5500879259/10



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Functional Skills qualification in English at Level 1  
500/9319/8**

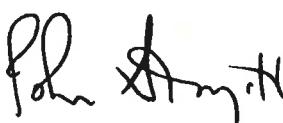
**is awarded to  
Cristina Miron**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 1	H/601/2137	Pass
Functional English Writing at Level 1	H/601/2137	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

Awarded 28 September 2013

280913/3748-01/014865/YFH0125/F/10/11/75  
4992341186  
5500881398/830

  
**Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute**

  
**Chris Jones  
Director-General  
The City and Guilds of London Institute**

Regulated by  
**Ofqual**  
For more information see <https://register.ofqual.gov.uk>



**Llywodraeth Cymru  
Welsh Government**





This certificate is awarded to

**Cristina Miron**

who has successfully completed the

Intermediate Level Apprenticeship in  
Team Leading

in the Business Skills Sector

Completion date:  
18 October 2013

Chairman  
Federation For Industry Sector Skills & Standards



Certificate number: F66D1007-9377575F-6308E833-7586BAF1-B14E9763-54X25444  
Apprentice Number: ACE09FCBE

Serial Number: 1542703

**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Cristina Miron**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 15 March 2013

150313/3748-02/014865/YFH0125/F/10/11/75  
4992341186  
5500700465/240



Llywodraeth Cymru  
Welsh Government

Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute

L678



The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.  
The City & Guilds Group comprises City & Guilds and ILM.



**Qualification Certificate**

**CRISTINA MIRON**

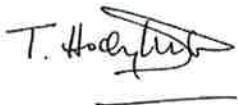
has achieved the

**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

The credit and unit(s) are listed on the accompanying  
**Credit and Unit Summary Certificate**

  
David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
Date awarded: 12/09/2013  
Candidate number: 101164569  
Certificate number: 2717364  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17

  
Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by

**Ofqual**  
Regulation and Inspection

For more information see <http://registrar.ofqual.gov.uk>





## Credit and Unit Summary Certificate

**CRISTINA MIRON**

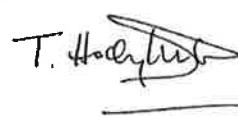
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
M/600/9628	MANAGE OR SUPPORT EQUALITY OF OPPORTUNITY, DIVERSITY AND INCLUSION IN OWN AREA OF RESPONSIBILITY	Level 3	4



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
 Date awarded: 12/09/2013  
 Candidate number: 101164569  
 Certificate number: 2717364  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 17

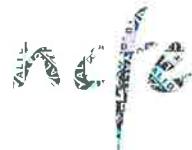


Terry Hodgkinson CBE  
Chair  
NCFE

Regulated by

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考试与评估局

For more information see <http://www.ofqual.gov.uk>

**Qualification Certificate**

**CRISTINA MIRON**

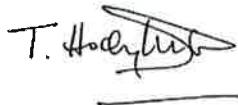
has achieved the

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

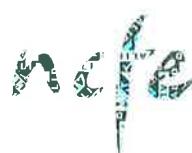
Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101174102  
Certificate number: 2717373  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

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For more information see <http://register.ofqual.gov.uk>



## Credit and Unit Summary Certificate

CRISTINA MIRON

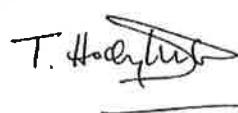
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

Unit Number	Unit Title	Unit Level	Credit Value
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101174102  
Certificate number: 2717373  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16



Terry Hodgkinson CBE  
Chair  
NCFE

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For more information see <http://register.ofqual.gov.uk>



ncfe

**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Cristina Miron**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by

**Ofqual**

Ofqual is the regulator of regulated qualifications in England.

For more information see <http://register.ofqual.gov.uk>

Awarded 18 April 2013

180413/3748-03/014865/YFH0125/F/10/11/75  
4992341186  
5500729378/1570



**Llywodraeth Cymru  
Welsh Government**

  
**Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute**

  
**Chris Jones  
Director-General  
The City and Guilds of London Institute**

L678



**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**Victoria Clare Nobes**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 27 September 2013

270913/4430-02/014865/YFH0675/F/18/09/69  
3350481654  
5500881398/540



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 NVQ Certificate in Customer Service

is awarded to  
**Victoria Clare Nobes**

#### who was successful in the following 6 modules

Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Make customer service personal (6 credits)	T6011218	Pass
Level 2 Resolve customer service problems (6 credits)	M6011511	Pass
Level 3 Improve the customer relationship (7 credits)	H6011232	Pass
Level 3 Gather, analyse and interpret customer feedback (10 credits)	H6011571	Pass

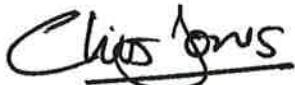
Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 27 September 2013

270913/4430-02/014865/YFH0675/F/18/09/69  
3350481654  
5500881398/610



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Level 2 Certificate in Customer Service  
500/6329/7**

is awarded to  
**Victoria Clare Nobes**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <https://register.ofqual.gov.uk>

Awarded 27 September 2013

270913/4417-02/014865/YFH0675/F/18/09/69  
3350481654  
5500881398/200



Llywodraeth Cymru  
Welsh Government

Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Victoria Clare Nobes**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits) J/600/0658 Pass

Awarded 27 September 2013

270913/4417-02/014865/YFH0675/F/18/09/69  
3350481654  
5500881398/270

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Welsh Government

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Chairman  
The City and Guilds of London Institute

  
Chris Jones  
Director-General  
The City and Guilds of London Institute



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The City & Guilds Group comprises City & Guilds and ILM.



**Functional Skills qualification in English at Level 1  
500/9319/8**

is awarded to  
**Victoria Clare Nobes**

who was successful in the following 4 modules

Functional English Speaking, listening and communication at Level 1	H/601/2137	Pass
Functional English Reading at Level 2	F/601/1464	Pass
Functional English Writing at Level 2	F/601/1464	Pass
Certification module for Functional Skills qualification in English at Level 1		Pass

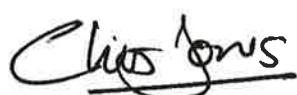
Regulated by  
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For more information see <http://register.ofqual.gov.uk>

Awarded 04 October 2013

041013/3748-01/014865/YFH0675/F/18/09/69  
3350481654  
5500886207/220



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Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Victoria Clare Nobes**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 26 October 2012

261012/3748-02/014865/YFH0675/F/18/09/69  
3350481654  
5500589490/50

  
Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

  
Chris Jones  
Director-General  
The City and Guilds of London Institute

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0800 911 2944 0118 922 2450  
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Welsh Government

  
**GCEI**  
Rewarding Learning



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Victoria Clare Nobes**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits) J/600/1003 Merit

Regulated by  
**Ofqual**  
Ofqual is regulated by the Office of Qualifications and Examinations Regulation

For more information see <http://register.ofqual.gov.uk>

Awarded 14 February 2013

140213/4417-02/014865/YFH0675/F/18/09/69  
3350481654  
5500677346/100



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute

R06



Llywodraeth Cymru  
Welsh Government



The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.  
The City & Guilds Group comprises City & Guilds and ILM.





This certificate is awarded to

**Gaynor O'Sullivan**

who has successfully completed the

**Advanced Level Apprenticeship in  
Management**

**in the Business Skills Sector**

Completion date:  
16 October 2013

Chairman  
Federation For Industry Sector Skills & Standards



Certificate number: DA6ADF21-8CE0154A-98772CB2-53E57FB4-04FB8BD2-54X25444  
Apprentice Number: ACE09CB70

Serial Number: 1551438

Qualification Certificate

**GAYNOR O'SULLIVAN**

has achieved the

**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
Date awarded: 12/09/2013  
Candidate number: 101388017  
Certificate number: 2717427  
Centre number: 014865  
Session: 2011/2012  
Credit value: 25

  
Terry Hodgkinson CBE  
Chair  
NCFE

## Credit and Unit Summary Certificate

**GAYNOR O'SULLIVAN**

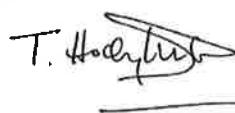
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
L/600/9586	MANAGE OWN PROFESSIONAL DEVELOPMENT WITHIN AN ORGANISATION	Level 3	4
M/600/9600	SET OBJECTIVES AND PROVIDE SUPPORT FOR TEAM MEMBERS	Level 3	5
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
L/600/9619	MANAGE RISK IN OWN AREA OF RESPONSIBILITY	Level 4	4
T/600/9663	RECRUIT STAFF IN OWN AREA OF RESPONSIBILITY	Level 5	4
H/600/9674	PLAN, ALLOCATE AND MONITOR WORK IN OWN AREA OF RESPONSIBILITY	Level 4	5



David Grailey  
 Chief Executive  
 NCFE

Qualification number: 501/0994/7  
 Date awarded: 12/09/2013  
 Candidate number: 101388017  
 Certificate number: 2717427  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 25



Terry Hodgkinson CBE  
 Chair  
 NCFE

**Qualification Certificate**

**GAYNOR O'SULLIVAN**

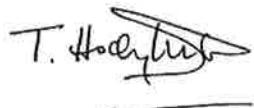
has achieved the

**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 03/09/2013  
Candidate number: 101459299  
Certificate number: 2697120  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

**GAYNOR O'SULLIVAN**

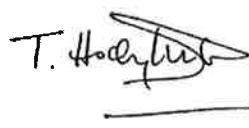
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
R/602/0413	KEY PRINCIPLES OF MANAGEMENT AND LEADERSHIP	Level 3	5
H/602/0416	IMPROVING YOUR OWN MANAGEMENT AND LEADERSHIP PERFORMANCE	Level 3	2
L/602/0443	RECRUITING AND SELECTING STAFF	Level 4	3
D/602/0401	DEVELOPING WORKING RELATIONSHIPS WITH TEAM MEMBERS	Level 2	3
J/602/0411	HEALTH AND SAFETY RISK ASSESSMENT IN YOUR TEAM	Level 3	3



David Grailey  
 Chief Executive  
 NCFE

Qualification number: 600/2145/7  
 Date awarded: 03/09/2013  
 Candidate number: 101459299  
 Certificate number: 2697120  
 Centre number: 014865  
 Session: 2012/2013  
 Credit value: 13



Terry Hodgkinson CBE  
 Chair  
 NCFE

Regulated by  
  
For more information see <http://register.ofqual.gov.uk>



**Functional Skills qualification in English at Level 2  
500/9318/6**

**is awarded to  
Gaynor O'Sullivan**

**who was successful in the following 4 modules**

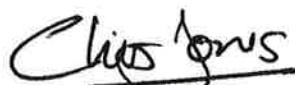
Functional English Speaking, listening and communication at Level 2	F/601/1464	Pass
Functional English Reading at Level 2	F/601/1464	Pass
Functional English Writing at Level 2	F/601/1464	Pass
Certification module for Functional Skills qualification in English at Level 2		Pass

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

Awarded 07 August 2013

070813/3748-01/014865/ZLG8414/F/13/03/74

5500839552/40



**Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute**

**Chris Jones  
Director-General  
The City and Guilds of London Institute**

L678



**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 2  
501/0639/9**

is awarded to  
**Gaynor O'Sullivan**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>

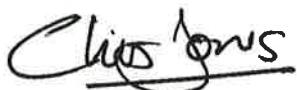
Awarded 11 August 2013

110813/3748-03/014865/ZLG8414/F/13/03/74

5500842509/140



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Sir John Armitt, CBE FREng FCIGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



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Welsh Government**



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Gaynor O'Sullivan**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 25 October 2012

251012/3748-02/014865/ZLG8414/F/13/03/74

5500588522/30



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Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute

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This certificate is awarded to

**John Pope**

who has successfully completed the

Intermediate Level Apprenticeship in  
Customer Service

in the Business Skills Sector

Completion date:  
16 October 2013

Chairman  
Federation For Industry Sector Skills & Standards



**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**John Pope**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
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Awarded 27 September 2013

270913/4430-02/014865/ZXN6002/M/22/03/94

5500881398/570



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



## CERTIFICATE OF UNIT CREDIT TOWARDS

**Level 2 NVQ Certificate in Customer Service**

is awarded to  
**John Pope**

who was successful in the following 6 modules

Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Deal with incoming telephone calls from customers (5 credits)	F6011223	Pass
Level 2 Deliver reliable customer service (5 credits)	J6011210	Pass
Level 2 Resolve customer service problems (6 credits)	M6011511	Pass
Level 2 Develop customer relationships (6 credits)	T6011526	Pass

Regulated by  
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For more information see <http://register.ofqual.gov.uk>

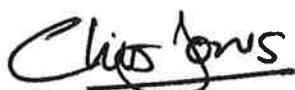
Awarded 27 September 2013

270913/4430-02/014865/ZXN6002/M/22/03/94

5500881398/640



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Level 2 Certificate in Customer Service  
500/6329/7**

is awarded to  
**John Pope**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
**Ofqual**  
OFQUAL. REG. LTD. 2006. NO. 3300.  
For more information see <http://register.ofqual.gov.uk>

Awarded 27 September 2013

270913/4417-02/014865/ZXN6002/M/22/03/94

5500881398/230



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



**Llywodraeth Cymru  
Welsh Government**



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**John Pope**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits) J/600/0658 Pass

Regulated by  
**Ofqual**  
For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru  
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R06

Awarded 27 September 2013

270913/4417-02/014865/ZXN6002/M/22/03/94

5500881398/300

Sir John Armitt, CBE FREng FCIGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to

**John Pope**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits)

J/600/1003 Merit

Regulated by

**Ofqual**

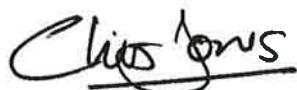
Ofqual

For more information see <http://register.ofqual.gov.uk>

Awarded 18 August 2013

180813/4417-02/014865/ZXN6002/M/22/03/94

5500848421/10



R06

Sir John Armitt, CBE FREng FCIGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



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**Functional Skills qualification in Information and Communication Technology (ICT) at Level 2  
501/0639/9**

is awarded to  
**Alex Pretorius**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 02 July 2013

020713/3748-03/014865/ZX07104/F/24/07/92

5500799372/20



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute

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For more information see <http://register.ofqual.gov.uk>



Llywodraeth Cymru  
Welsh Government



**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Alex Pretorius**

This holder has a number of formal Unit Credits by which this Award was achieved

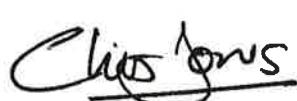
Awarded 25 December 2012

251212/3748-02/014865/ZX07104/M/24/07/92

5500633135/10

L678

  
**Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute**

  
**Chris Jones  
Director-General  
The City and Guilds of London Institute**

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Welsh Government**

  
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The City & Guilds Group comprises City & Guilds and ILM.



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Alex Pretorius**

who was successful in the following 2 modules

Level 2 Principles of personal responsibilities and working in a business environment (4 credits)	L/601/7638	Merit
Level 2 Principles of providing administrative services (4 credits)	R/601/7639	Pass

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Awarded 28 February 2013

280213/4475-02/014865/ZX07104/F/24/07/92

5500689754/110



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The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



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Welsh Government



## CERTIFICATE OF UNIT CREDIT TOWARDS

Level 2 Certificate in Principles of Business and Administration

is awarded to  
**Alex Pretorius**

who was successful in the following module

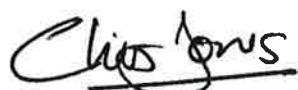
Level 2 Principles of managing information and producing documents (online) (3 credits) J/601/7640 Pass

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For more information see <http://register.ofqual.gov.uk>

Awarded 20 April 2013

200413/4475-02/014865/ZX07104/F/24/07/92

5500731479/10



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute

Chris Jones  
Director-General  
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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Katie Kim Richards**

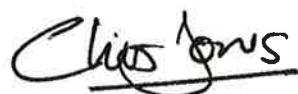
This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
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For more information see <http://register.ofqual.gov.uk>

Awarded 10 February 2013

100213/3748-02/014865/AHB1677/F/10/12/88

5500673729/10



L678

Sir John Armitt, CBE FREng FCGI  
Chairman  
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Chris Jones  
Director-General  
The City and Guilds of London Institute



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Charlie Stock**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 14 November 2012

141112/3748-02/014865/ZLG8304/F/03/06/89

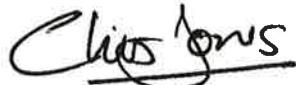
5500602984/40



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Qualification Certificate

**RUZZIELLA TAMARGO**

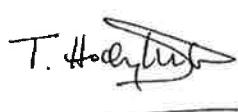
has achieved the

**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate

  
David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
Date awarded: 12/09/2013  
Candidate number: 101164781  
Certificate number: 2717428  
Centre number: 014865  
Session: 2011/2012  
Credit value: 25

  
Terry Hodgkinson CBE  
Chair  
NCFE

## Credit and Unit Summary Certificate

**RUZZIELLA TAMARGO**

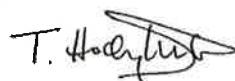
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
L/600/9586	MANAGE OWN PROFESSIONAL DEVELOPMENT WITHIN AN ORGANISATION	Level 3	4
M/600/9600	SET OBJECTIVES AND PROVIDE SUPPORT FOR TEAM MEMBERS	Level 3	5
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
T/600/9601	PROVIDE LEADERSHIP AND DIRECTION FOR OWN AREA OF RESPONSIBILITY	Level 4	5
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
 Date awarded: 12/09/2013  
 Candidate number: 101164781  
 Certificate number: 2717428  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 25



Terry Hodgkinson CBE  
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**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 2  
501/0639/9**

**is awarded to  
Ruzziella Dollente Tamargo**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Regulated by



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Awarded 11 August 2013

110813/3748-03/014865/YFH0883/F/05/01/79  
6503892550  
5500842509/130



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Chairman  
The City and Guilds of London Institute

  
**Chris Jones**  
Director-General  
The City and Guilds of London Institute



**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Ruzziella Dollente Tamargo**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 28 February 2013

280213/3748-02/014865/YFH0883/F/05/01/79  
6503892550  
5500689754/200

  
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Chairman  
The City and Guilds of London Institute

  
**Chris Jones**  
Director-General  
The City and Guilds of London Institute



**Qualification Certificate**

**RUZZIELLA TAMARGO**

**has achieved the**

**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number:	600/2145/7
Date awarded:	03/09/2013
Candidate number:	101459302
Certificate number:	2697121
Centre number:	014865
Session:	2012/2013
Credit value:	13

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

RUZZIELLA TAMARGO

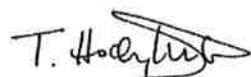
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
R/602/0413	KEY PRINCIPLES OF MANAGEMENT AND LEADERSHIP	Level 3	5
H/602/0416	IMPROVING YOUR OWN MANAGEMENT AND LEADERSHIP PERFORMANCE	Level 3	2
M/602/0418	MANAGING THE DELIVERY OF CUSTOMER SERVICE	Level 3	3
D/602/0401	DEVELOPING WORKING RELATIONSHIPS WITH TEAM MEMBERS	Level 2	3



David Grailey  
Chief Executive  
NCFE

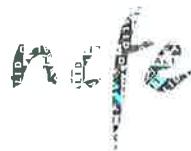
Qualification number: 600/2145/7  
Date awarded: 03/09/2013  
Candidate number: 101459302  
Certificate number: 2697121  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13



Terry Hodgkinson CBE  
Chair  
NCFE

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**Level 2 NVQ Certificate in Customer Service  
500/9341/1**

is awarded to  
**Christopher Thompson**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 27 September 2013

270913/4430-02/014865/ZVP2888/M/10/02/92

5500881398/550



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Welsh Government**



## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 NVQ Certificate in Customer Service

is awarded to  
**Christopher Thompson**

#### who was successful in the following 7 modules

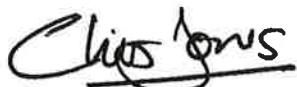
Level 1 Communicate using customer service language (4 credits)	F6011609	Pass
Level 1 Recognise and deal with customer queries, requests and problems (5 Credits)	M6011508	Pass
Level 2 Follow the rules to deliver customer service (4 credits)	L6011614	Pass
Level 2 Communicate effectively with customers (5 credits)	R6011212	Pass
Level 2 Give customers a positive impression of yourself and your organisation (5 credits)	L6010933	Pass
Level 2 Support customers using on-line customer services (5 credits)	H6011540	Pass
Level 3 Improve the customer relationship (7 credits)	H6011232	Pass

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Awarded 27 September 2013

270913/4430-02/014865/ZVP2888/M/10/02/92

5500881398/620



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Director-General  
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**Level 2 Certificate in Customer Service  
500/6329/7**

is awarded to  
**Christopher Thompson**

This holder has a number of formal Unit Credits by which this Award was achieved

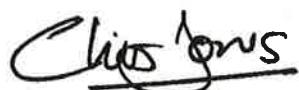
Awarded 27 September 2013

270913/4417-02/014865/ZVP2888/M/10/02/92

5500881398/210



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Chairman  
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Director-General  
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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Christopher Thompson**

who was successful in the following module

Level 2 Supporting the customer service environment (7 credits)

J/600/0658 Distinction

Awarded 27 September 2013

270913/4417-02/014865/ZVP2888/M/10/02/92

5500881398/280



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## CERTIFICATE OF UNIT CREDIT TOWARDS

### Level 2 Certificate in Customer Service

is awarded to  
**Christopher Thompson**

who was successful in the following module

Level 2 Delivery of effective customer service (6 credits)

J/600/1003 Merit

Awarded 27 February 2013

270213/4417-02/014865/ZVP2888/M/10/02/92

5500688640/30



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**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Christopher Thompson**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 27 June 2013

270613/3748-02/014865/ZVP2888/M/10/02/92

5500794510/70



L678

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Chris Jones  
Director-General  
The City and Guilds of London Institute

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**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Christopher Thompson**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
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Awarded 27 February 2013

270213/3748-03/014865/ZVP2888/M/10/02/92

5500687481/30



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Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



Llywodraeth Cymru  
Welsh Government



**Qualification Certificate**

**TERI VINALL**

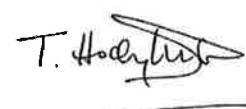
**has achieved the**

**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
**Chief Executive**  
**NCFE**

Qualification number: 501/0935/2  
Date awarded: 12/09/2013  
Candidate number: 101387855  
Certificate number: 2717365  
Centre number: 014865  
Session: 2011/2012  
Credit value: 17

  
**Terry Hodgkinson CBE**  
**Chair**  
**NCFE**

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## Credit and Unit Summary Certificate

**TERI VINALL**

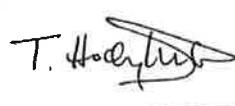
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 NVQ CERTIFICATE IN TEAM LEADING**

Unit Number	Unit Title	Unit Level	Credit Value
F/600/9469	MANAGE PERSONAL DEVELOPMENT	Level 2	4
H/600/9660	DEVELOP WORKING RELATIONSHIPS WITH COLLEAGUES	Level 2	3
H/600/9724	COMMUNICATE INFORMATION AND KNOWLEDGE	Level 2	3
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
L/600/9636	SUPPORT TEAM MEMBERS IN IDENTIFYING, DEVELOPING AND IMPLEMENTING NEW IDEAS	Level 3	4



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0935/2  
 Date awarded: 12/09/2013  
 Candidate number: 101387855  
 Certificate number: 2717365  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 17



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Chair  
NCFE

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**Qualification Certificate**

**TERI VINALL**

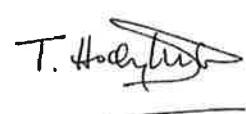
**has achieved the**

**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
**Chief Executive**  
**NCFE**

Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101387616  
Certificate number: 2717374  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16

  
**Terry Hodgkinson CBE**  
**Chair**  
**NCFE**

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## Credit and Unit Summary Certificate

TERI VINALL

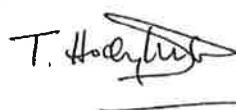
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 2 CERTIFICATE IN TEAM LEADING KNOWLEDGE**

Unit Number	Unit Title	Unit Level	Credit Value
H/503/1275	PREPARING TO LEAD THE TEAM	Level 2	3
K/503/1276	SUPPORT DEVELOPMENT OF SELF AND TEAM MEMBERS	Level 2	4
M/503/1277	COMMUNICATION AND THE TEAM LEADER	Level 2	4
T/503/1278	EQUALITY, DIVERSITY AND THE TEAM LEADER	Level 2	2
A/503/1279	MOTIVATING THE TEAM	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2029/5  
Date awarded: 12/09/2013  
Candidate number: 101387616  
Certificate number: 2717374  
Centre number: 014865  
Session: 2011/2012  
Credit value: 16



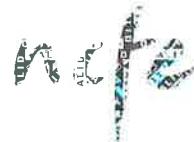
Terry Hodgkinson CBE  
Chair  
NCFE

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ncfe

**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

is awarded to  
**Teri Vinall**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Regulated by  
**Ofqual**  
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Awarded 09 May 2013

090513/3748-03/014865/ZZG7503/F/31/01/89

5500747877/50



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Chairman  
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Chris Jones  
Director-General  
The City and Guilds of London Institute



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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Teri Vinall**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 25 December 2012

251212/3748-02/014865/ZZG7503/F/31/01/89

5500633135/40



Sir John Armitt, CBE FREng FCGI  
Chairman  
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Chris Jones  
Director-General  
The City and Guilds of London Institute

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Welsh Government**

  
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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Gareth Webber**

This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 08 March 2013

080313/3748-02/014865/AHB1445/M/28/12/75

5500695084/80



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Chris Jones  
Director-General  
The City and Guilds of London Institute



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**Functional Skills qualification in Information and Communication Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Natalie White**

This holder has a number of formal Unit Credits by which this Award was achieved

Regulated by  
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For more information see <http://register.ofqual.gov.uk>

Awarded 09 May 2013

090513/3748-03/014865/ARQ0855/F/15/10/88

5500747877/60



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



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Welsh Government



**Functional Skills qualification in Mathematics at Level 1  
501/0986/8**

is awarded to  
**Natalie White**

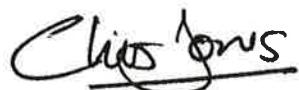
This holder has a number of formal Unit Credits by which this Award was achieved

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Awarded 02 February 2013

020213/3748-02/014865/ARQ0855/F/15/10/88

5500663057/40



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Chris Jones  
Director-General  
The City and Guilds of London Institute



The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.  
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**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Vanessa Whiting**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 13 November 2012

131112/3748-02/014865/ZLG8365/F/14/12/80

5500602103/80



L678  
Sir John Armitt, CBE FREng FCIGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute

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**Llywodraeth Cymru  
Welsh Government**

  
**GCEI**  
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The City and Guilds of London Institute founded 1878 and incorporated by Royal Charter 1900.  
The City & Guilds Group comprises City & Guilds and ILM.





This certificate is awarded to

**Casie Young**

who has successfully completed the

**Advanced Level Apprenticeship in  
Management**

**in the Business Skills Sector**

Completion date:  
10 October 2013

Chairman  
Federation For Industry Sector Skills & Standards



Certificate number:

26435783-C174BA80-9EE124AA-612B3422-21F2EF36-54X25444  
Apprentice Number: ACE09CB8C

Serial Number:

1550890

**Functional Skills qualification in Mathematics at Level 2  
501/0987/X**

is awarded to  
**Casie Young**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 07 November 2012

071112/3748-02/014865/ZLG8255/F/21/07/90

5500598185/30



Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute

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Welsh Government**

  
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**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 1  
500/9630/8**

**is awarded to  
Casie Young**

This holder has a number of formal Unit  
Credits by which this Award was achieved

Awarded 21 June 2013

210613/3748-03/014865/ZLG8255/F/21/07/90

5500788594/10



Sir John Armitt, CBE FREng FCGI  
Chairman  
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Chris Jones  
Director-General  
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**Functional Skills qualification in Information and Communication  
Technology (ICT) at Level 2  
501/0639/9**

is awarded to  
**Casie Young**

This holder has a number of formal Unit Credits by which this Award was achieved

Awarded 12 July 2013

120713/3748-03/014865/ZLG8255/F/21/07/90

5500810869/30



L678  
Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute

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**Functional Skills qualification in English at Level 2  
500/9318/6**

**is awarded to  
Casie Young**

**who was successful in the following 4 modules**

Functional English Speaking, listening and communication at Level 2	F/601/1464	Pass
Functional English Reading at Level 2	F/601/1464	Pass
Functional English Writing at Level 2	F/601/1464	Pass
Certification module for Functional Skills qualification in English at Level 2		Pass

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For more information see <http://register.ofqual.gov.uk>

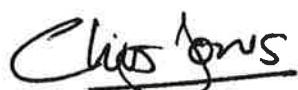
Awarded 07 August 2013

070813/3748-01/014865/ZLG8255/F/21/07/90

5500839552/30



L678  
Sir John Armitt, CBE FREng FCGI  
Chairman  
The City and Guilds of London Institute



Chris Jones  
Director-General  
The City and Guilds of London Institute



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Qualification Certificate

**CASIE YOUNG**

has achieved the

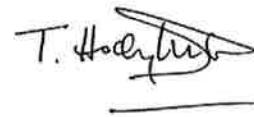
**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
Date awarded: 03/09/2013  
Candidate number: 101388020  
Certificate number: 2697177  
Centre number: 014865  
Session: 2011/2012  
Credit value: 25



Terry Hodgkinson CBE  
Chair  
NCFE

## Credit and Unit Summary Certificate

**CASIE YOUNG**

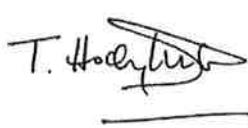
has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 NVQ CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
L/600/9586	MANAGE OWN PROFESSIONAL DEVELOPMENT WITHIN AN ORGANISATION	Level 3	4
M/600/9600	SET OBJECTIVES AND PROVIDE SUPPORT FOR TEAM MEMBERS	Level 3	5
Y/600/9669	PLAN, ALLOCATE AND MONITOR WORK OF A TEAM	Level 3	5
M/600/9659	IMPLEMENT CHANGE IN OWN AREA OF RESPONSIBILITY	Level 4	6
H/600/9674	PLAN, ALLOCATE AND MONITOR WORK IN OWN AREA OF RESPONSIBILITY	Level 4	5



David Grailey  
Chief Executive  
NCFE

Qualification number: 501/0994/7  
 Date awarded: 03/09/2013  
 Candidate number: 101388020  
 Certificate number: 2697177  
 Centre number: 014865  
 Session: 2011/2012  
 Credit value: 25



Terry Hodgkinson CBE  
Chair  
NCFE

**Qualification Certificate**

**CASIE YOUNG**

has achieved the

**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

**The credit and unit(s) are listed on the accompanying  
Credit and Unit Summary Certificate**

  
**David Grailey**  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 03/09/2013  
Candidate number: 101459305  
Certificate number: 2697122  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13

  
**Terry Hodgkinson CBE**  
Chair  
NCFE

## Credit and Unit Summary Certificate

**CASIE YOUNG**

has been awarded the following credit and unit(s) of the  
**NCFE LEVEL 3 CERTIFICATE IN MANAGEMENT**

Unit Number	Unit Title	Unit Level	Credit Value
R/602/0413	KEY PRINCIPLES OF MANAGEMENT AND LEADERSHIP	Level 3	5
H/602/0416	IMPROVING YOUR OWN MANAGEMENT AND LEADERSHIP PERFORMANCE	Level 3	2
Y/602/0445	APPRaising AND DEVELOPING STAFF	Level 3	3
D/602/0401	DEVELOPING WORKING RELATIONSHIPS WITH TEAM MEMBERS	Level 2	3



David Grailey  
Chief Executive  
NCFE

Qualification number: 600/2145/7  
Date awarded: 03/09/2013  
Candidate number: 101459305  
Certificate number: 2697122  
Centre number: 014865  
Session: 2012/2013  
Credit value: 13



Terry Hodgkinson CBE  
Chair  
NCFE

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