

# Standard Occupational Classification 2010

Volume 1  
Structure and  
descriptions of unit groups

## A National Statistics publication

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## Contacts

### This publication

For information about the content of this publication, contact  
Tel: 01329 444388  
Email: [occupation.information@ons.gsi.gov.uk](mailto:occupation.information@ons.gsi.gov.uk)

### Other customer enquiries

ONS Customer Contact Centre  
Tel: 0845 601 3034  
International: +44 (0)845 601 3034  
Minicom: 01633 815044  
Email: [info@statistics.gsi.gov.uk](mailto:info@statistics.gsi.gov.uk)  
Fax: 01633 652747  
Post: Room 1.101, Government Buildings,  
Cardiff Road, Newport, South Wales NP10 8XG  
[www.ons.gov.uk](http://www.ons.gov.uk)

### Media enquiries

Tel: 0845 604 1858  
Email: [press.office@ons.gsi.gov.uk](mailto:press.office@ons.gsi.gov.uk)

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# Preface

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In 1990 the first multi-purpose common classification of occupations was introduced in the United Kingdom. This classification, known as the Standard Occupational Classification (SOC), was subsequently adopted by most government departments and agencies responsible for the production of occupationally classified information or the processing of occupational data. Across a wide variety of statistical sources and for many different functions, SOC provided a common classification of occupational information.

Occupational information serves a variety of purposes. It informs the job matching activities undertaken by employment agencies, it provides an organisational framework for the provision of career information for leavers from the educational sectors and other labour market entrants and, via statistical analysis of trends, yields guidance for the development of labour market policies – especially those which relate to the promotion of work-based training. While there are substantial benefits to be gained from using a single classification of occupations for these purposes, these gains will only continue to be realised if the classification is kept up-to-date. Technological and organisational changes have significant impact on the occupational structure, not just in terms of the numbers of job holders in particular occupations, but also via the introduction of new jobs not previously embodied within the classification. Thus, the classification must be regularly updated to account for such changes. However, analysts need some stability through time in classification structures for the analysis of occupational trends. To resolve the tension between the need for analytical continuity on the one hand and the need to update the classification on the other, a ten year cycle of revision was adopted by the Office for National Statistics. In 2000 SOC90 was revised to create SOC2000. This current revision creates SOC2010.

The conceptual basis of the revised classification remains unchanged from its 1990 definition. Jobs are classified in terms of their skill level and skill content. Within the context of the classification, 'skill' is defined in terms of the nature and duration of the qualifications, training and work experience required to become competent to perform the associated tasks in a particular job.

Variations in skill requirements will be found from job to job and between different workplaces. Consequently, not all definitions can be expected to coincide exactly with specific jobs in any particular establishment or in a given locality. The classification provides a standard for statistical purposes only and should not form part of the legal regulation of the terms and conditions of employment.

The revision process has focused upon particular areas of the classification where changes in the organisation of work or in the type of work performed have been most apparent. These include jobs related to information and communication technologies, health, social care, education, culture, media, sports and leisure. Once again, particular attention has been paid to managerial occupations, given the extent to which the United Kingdom was found to be different from other European Union countries in this area of classification. The terminology of the classification has also been revised thoroughly.

No single classification system can satisfy the requirements of every potential user. It is hoped that the straightforward and structured approach adopted in SOC2010, as with its predecessors, and its improved compatibility with the international standard, will ensure that SOC2010 continues to meet the classification needs of users and producers of occupational data.



# Introduction

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## 1. The SOC2010 Manual

The SOC2010 manual is being published to enable operational users in both research/statistical and client-oriented applications to use SOC in as consistent a way as possible; and to enable users of SOC-based occupational statistics to understand the classificatory principles and coding practices according to which those statistics are produced. The manual is published as three volumes.

This first volume is comprised of the following sections. Section 2 describes the background to the revision process. Section 3 outlines the resources that were used in this process. Section 4 gives a brief account of the important principles, concepts and conventions according to which SOC has been developed. Section 5 describes the continuing process of updating SOC. Section 6 sets out the detailed SOC structure of Unit, Minor, Sub major and Major Groups. Section 7 gives a description of each of the groups distinguished and lists job tasks which persons classified to the group typically carry out and common job titles which relate to the group.

Volume 2 consists of a detailed alphabetical index of job titles, giving both the SOC2000 and SOC2010 Unit Group to which each is assigned. This is designed for use in coding occupations. To aid consistent coding guidance notes are provided on the way in which the index has been compiled and organised and on how to locate exactly the right index entry, given the kind of description of the job typically provided by informants. These notes form the introductory section to Volume 2.

Volume 3 details the relationship between SOC2010 and the National Statistics Socio-economic Classification (NS-SEC). This classification of socio-economic positions is based in part on the Standard Occupational Classification. The revision of SOC2000 has required additional work to rebase the NS-SEC on SOC2010.

## 2. Background to the revision process

The Standard Occupational Classification, first introduced in 1990, is maintained by the Classification and Harmonisation Unit (CHU) of the Office for National Statistics (ONS). The CHU conducts this maintenance function by responding to user queries, collecting and collating information on new occupational areas and by developing databases of occupational information for the purpose of revising the classification. The CHU also has longer-term responsibilities to prepare and publish revisions to the classification index and the structure of the classification.

As part of this longer-term work programme, the CHU invited the Institute for Employment Research (IER) at the University of Warwick to prepare a plan for the revision of SOC2000, taking account of the following factors:

- The CHU has maintained a database of occupational queries arising from a wide variety of users. These queries indicated that there were certain key areas within SOC2000 which were proving problematic for those organisations and agencies which were tasked to prepare occupational statistics. These include information technology occupations, conservation and environment-related occupations.
- A significantly higher proportion of the working population in the UK is classified via SOC2000 as managers<sup>1</sup>. It is unlikely that this reflects major differences in the organisation and structure of work in the UK and most probably relates to the use of the job title 'manager' and associated classification methods and procedures in SOC2000.
- Certain occupational areas were developing rapidly, both in terms of their scale and the complexity of work organisation, but were not easily recognised in SOC2000. These included customer service jobs, security-related occupations and a wide range of jobs in what can loosely be termed 'caring' and 'community work' occupations.

Additionally, work led by the International Labour Office, to revise the International Classification of Occupations (ISCO) from its 1988 version to create the 2008 version, was nearing completion. The revised structure identified a number of supervisory occupations as unit groups within ISCO08. To achieve a degree of harmonisation between the SOC in its international counterpart, these developments would have to be reflected within SOC2010.

The plan prepared by the IER became a blueprint for the revision process. Every part of the existing classification was scrutinised in terms of a number of criteria:

- the extent to which producers of occupational statistics had been able to identify and classify job titles to the appropriate unit group of the classification;
- the size of each unit group and its projected change over the next ten years;

<sup>1</sup> An international comparison of occupational structures in 2003 (European Commission, 2004) indicates that the proportions of employment in ISCO 1988 Major Group 1 in nearly all EU countries and the US show a deviation from the EU average of +/- 2.5 percentage points. However, the UK and Ireland stand out by showing a deviation of +6 percentage points from the EU average.

- the heterogeneity of skills associated with job tiles classified to each unit group;
- the demand from users for the identification of new occupational areas within the classification.

### 3. The resources used for the revision process

A number of major resources were used to inform the revision of SOC2000. These included:

- for a full quarter of the Labour Force Survey (January to March 2007), text responses to questions on job titles, brief job descriptions, qualification requirements for jobs, and descriptions of what is made or done at the place of work;
- similar information from an Economically Active (EA) 1% sample of the 2001 Census of Population for England and Wales;
- a database of queries logged by the CHU from occupational coding activities carried out by a variety of organisations and agencies across the UK.

In addition to these sources, the CHU and the IER consulted widely with a range of stakeholder organisations with interests in occupational definition and structure. All of these organisations gave freely of their time to assist with the revision process.

## 4. Principles and concepts

### 4.1 Objects to be classified and criteria of classification

The object to be classified using the Standard Occupational Classification is the concept of a 'job'. Defined as a set of tasks or duties to be carried out by one person, the notion of a job represents a basic element in the employment relationship. Jobs are usually structured by employers (or by the worker in the case of self-employment) and others, including professional bodies, employer and/or worker organisations and governments, may regulate their definition. Jobs are recognised primarily by the associated job title.

Jobs are classified into groups according to the concept of 'skill level' and 'skill specialisation'. As in SOC2000 and its predecessor (SOC90), skill level is defined with respect to the duration of training and/or work experience recognised in the field of employment concerned as being normally required in order to perform the activities related to a job in a competent and efficient manner.

*Skill specialisation* is defined as the field of knowledge required for competent, thorough and efficient conduct of the tasks. In

some areas of the classification it refers also to the type of work performed (e.g. materials worked with, tools used, etc.).

*Skill levels* are approximated by the length of time deemed necessary for a person to become fully competent in the performance of the tasks associated with a job. This, in turn, is a function of the time taken to gain necessary formal qualifications or the required amount of work-based training. Apart from formal training and qualifications, some tasks require varying types of experience, possibly in other tasks, for competence to be acquired. Within the broad structure of the classification (major groups and sub-major groups) reference can be made to these four skill levels.

The first skill level equates with the competence associated with a general education, usually acquired by the time a person completes his/her compulsory education and signalled via a satisfactory set of school-leaving examination grades. Competent performance of jobs classified at this level will also involve knowledge of appropriate health and safety regulations and may require short periods of work-related training. Examples of occupations defined at this skill level within the SOC2010 include postal workers, hotel porters, cleaners and catering assistants.

The second skill level covers a large group of occupations, all of which require the knowledge provided via a good general education as for occupations at the first skill level, but which typically have a longer period of work-related training or work experience. Occupations classified at this level include machine operation, driving, caring occupations, retailing, and clerical and secretarial occupations.

The third skill level applies to occupations that normally require a body of knowledge associated with a period of post-compulsory education but not normally to degree level. A number of technical occupations fall into this category, as do a variety of trades occupations and proprietors of small businesses. In the latter case, educational qualifications at sub-degree level or a lengthy period of vocational training may not be a necessary prerequisite for competent performance of tasks, but a significant period of work experience is typical.

The fourth skill level relates to what are termed 'professional' occupations and high level managerial positions in corporate enterprises or national/local government. Occupations at this level normally require a degree or equivalent period of relevant work experience.

Table 1 lists the sub-major groups of SOC2010 and compares these with SOC2000. As can be seen from the names of these sub-major groups, the skill specialisation criterion has been used to distinguish groups of occupations within each skill level. Thus, for example, health professionals are distinguished from science, research, engineering and technology professionals, and skilled

**Table 1: Skill levels and the sub-major group structure of SOC2000 and SOC2010**

Skill Level	Sub-major groups of:				
	SOC2000	SOC2010			
Level 4	11	Corporate managers	11	Corporate managers and directors	
	21	Science and technology professionals	21	Science, research, engineering and technology professionals	
	22	Health professionals	22	Health professionals	
	23	Teaching and research professionals	23	Teaching and educational professionals	
	24	Business and public service professionals	24	Business, media and public service professionals	
Level 3	12	Managers and proprietors in agriculture services	12	Other managers and proprietors	
	31	Science and technology associate professionals	31	Science, engineering and technology associate professionals	
	32	Health and social welfare associate professionals	32	Health and social care associate professionals	
	33	Protective service occupations	33	Protective service occupations	
	34	Culture, media and sports occupations	34	Culture, media and sports occupations	
	35	Business and public service associate professionals	35	Business and public service associate professionals	
	51	Skilled agricultural trades	51	Skilled agricultural and related trades	
	52	Skilled metal and electrical trades	52	Skilled metal, electrical and electronic trades	
	53	Skilled construction and building trades	53	Skilled construction and building trades	
	54	Textiles, printing and other skilled trades	54	Textiles, printing and other skilled trades	
Level 2	41	Administrative occupations	41	Administrative occupations	
	42	Secretarial and related occupations	42	Secretarial and related occupations	
	61	Caring personal service occupations	61	Caring personal service occupations	
	62	Leisure and other personal service occupations	62	Leisure, travel and related personal service occupations	
	71	Sales occupations	71	Sales occupations	
	72	Customer service occupations	72	Customer service occupations	
	81	Process, plant and machine operatives	81	Process, plant and machine operatives	
	82	Transport and mobile machine drivers and operatives	82	Transport and mobile machine drivers and operatives	
	Level 1	91	Elementary trades, plant and storage related occupations	91	Elementary trades and related occupations
		92	Elementary administration and service occupations	92	Elementary administration and service occupations

metal, electrical and electronic trades from skilled construction and building trades.

## 4.2 Major Group structure of the classification and qualifications, skills, training and experience

The major group structure is a set of broad occupational categories which are designed to be useful in bringing together unit groups which are similar in terms of the qualifications, training, skills and experience commonly associated with the competent performance of work tasks. The divisions between major groups also reflect the important aim of aligning SOC as far as possible with the international classification (ISCO08), in which major groups are distinguished on similar criteria.

SOC2000 had nine major groups, 25 sub-major groups, 81 minor groups and 353 unit groups. SOC2010 retains nine major groups

and 25 sub-major groups but now has 90 minor groups and 369 unit groups.

Table 2 shows the nine major groups of SOC, defined in terms of the general nature of the qualifications, training and experience associated with competent performance of tasks in the occupations classified within each major group. It should, however, be noted that some occupational areas in major group 3 (and even major group 4) typically have a degree-level qualification associated with current entry routes.

## 4.3 The UK Qualifications Credit Framework

During the past ten years a system has been developed for locating within a single framework the wide range of qualifications available in the UK and Ireland. This has culminated in the Qualifications Credit Framework (QCF) which combines

**Table 2: General nature of qualifications, training and experience for occupations in SOC2010 major groups**

Major group	General nature of qualifications, training and experience for occupations in the major group
Managers, directors and senior officials	A significant amount of knowledge and experience of the production processes and service requirements associated with the efficient functioning of organisations and businesses.
Professional occupations	A degree or equivalent qualification, with some occupations requiring postgraduate qualifications and/or a formal period of experience-related training.
Associate professional and technical occupations	An associated high-level vocational qualification, often involving a substantial period of full-time training or further study. Some additional task-related training is usually provided through a formal period of induction.
Administrative and secretarial occupations	A good standard of general education. Certain occupations will require further additional vocational training to a well-defined standard (e.g. office skills).
Skilled trades occupations	A substantial period of training, often provided by means of a work based training programme.
Caring, leisure and other service occupations	A good standard of general education. Certain occupations will require further additional vocational training, often provided by means of a work-based training programme.
Sales and customer service occupations	A general education and a programme of work-based training related to sales procedures. Some occupations require additional specific technical knowledge but are included in this major group because the primary task involves selling.
Process, plant and machine operatives	The knowledge and experience necessary to operate vehicles and other mobile and stationary machinery, to operate and monitor industrial plant and equipment, to assemble products from component parts according to strict rules and procedures and subject assembled parts to routine tests. Most occupations in this major group will specify a minimum standard of competence for associated tasks and will have a related period of formal training.
Elementary occupations	Occupations classified at this level will usually require a minimum general level of education ( <i>i.e.</i> that which is acquired by the end of the period of compulsory education). Some occupations at this level will also have short periods of work-related training in areas such as health and safety, food hygiene, and customer service requirements.

information on both the difficulty entailed in a particular qualification and the time needed to achieve that qualification. The QCF continues to evolve and to introduce other qualifications into the framework, and it will in turn be integrated into the European Qualifications Framework.

As in SOC2000, each of the SOC2010 unit group descriptions contains information on *Typical Entry Routes and Associated Qualifications*. For reasons of simplicity and continuity, reference to vocational qualifications is again frequently expressed in terms of NVQ/SVQ Levels, and no attempt has been made within the unit group descriptions to relate these to the QCF. However, the following sub-section provides summary information on work undertaken by the IER on the Qualifications Credit Framework that will assist in relating and assessing specific qualifications within the context of the new Framework.

### Comparing Qualifications

The IER has since 2004 been working with the UK qualifications authorities<sup>2</sup> and the Republic of Ireland<sup>3</sup> on 'comparing qualifications'. The site (<http://www2.warwick.ac.uk/fac/soc/ier/glacier/qual/>) outlines the developments that are taking place in each of the five countries and places these in the broader

context of what is happening with proposals for a European Qualifications Framework.

The table at <http://www2.warwick.ac.uk/fac/soc/ier/glacier/qual/compare/> illustrates how qualifications are organised in Ireland and the UK. On one side of the table are the main stages of education or employment, and the columns show the different national qualifications frameworks. By looking at a level and/or qualification in a particular country, it is possible to locate the nearest levels and similar kinds of qualifications that are used in the other countries. This makes it possible to draw broad comparisons between qualifications and their levels, rather than direct equivalences, for each country.

It is important to note that, because the system continues to evolve, the information provided here is indicative and is subject to change over time. Those wishing to locate specific qualifications within the framework are advised to check up-to-date, online information. One useful starting point could be the National Database of Accredited Qualifications (NDAQ) which contains details of qualifications that are accredited by the regulators of external qualifications in England (Ofqual), Wales (DCELLS) and Northern Ireland (CCEA). See: <http://www.accreditedqualifications.org.uk/index.aspx>.

## 4.4 The main changes to SOC2000

The most important changes introduced in SOC2010 are as follows:

2 QAA – Quality Assurance Agency for Higher Education; SCQF – Scottish Credit and Qualifications Framework; Ofqual – Office of the Qualifications and Examinations Regulator; CQFW – Credit and Qualifications Framework for Wales; CCEA – Council for the Curriculum, Examinations and Assessment in Northern Ireland  
3 National Qualifications Authority of Ireland

### Redefining managers

The title 'manager', qualified in some way, is frequently used in the UK to denote what would be regarded as supervisory or administrative positions in many other countries. Furthermore, the title is often used in the UK to denote the management of a set of activities that constitute a specific job, rather than the broader and more strategic managerial functions that define managerial roles in other countries. For this reason, UK occupational statistical information is not comparable with similar information from many other countries.

While an attempt was made within SOC2000 to address this issue, the changes proposed in that revision had little impact upon the proportion of the UK workforce defined as managers. There was general agreement about the need to tackle this issue as a priority in the definition of SOC2010.

The SOC review team approached this issue first by examining more closely the definition of corporate managers as described in SOC2000 and in the International Standard Classification of Occupations (ISCO08)<sup>4</sup>. The boxes below reproduce these definitions.

#### SOC2000 definition:

*'Job holders in this sub-major group formulate government policy: direct the operations of major organisations, government departments and special interest organisations; organise and direct production, processing, maintenance and construction operations in industry; formulate, implement and advise on specialist functional activities within organisations; direct the operations of branches and offices of financial institutions; organise and co-ordinate the transportation of passengers, the storage and distribution of freight, and the sale of goods; manage the operations of the emergency services, customs and excise, the prison service and the armed forces; and co-ordinate the provision of health and social care services and establishments.'*

#### ISCO08 definition:

*'Corporate managers determine and formulate policies and plan, direct and coordinate the activities of enterprises and organisations, or their internal departments or sections.*

*Tasks performed by workers in this sub-major group usually include: determining and formulating policies; planning, directing and coordinating the activities of the business enterprise or other organisation as a whole, or of their internal departments or sections. Supervision of other workers may be included.'*

To effect a definition of the managerial role which accords more closely with the broader, more strategic definition as used in ISCO08, the definition of managers within SOC2000 Major Group 1:

<sup>4</sup> ISCO08 is the latest version of the International Standard Classification of Occupations <http://www.ilo.org/public/english/bureau/stat/isco/isco08/index.htm>

*'This major group covers occupations whose main tasks consist of the direction and coordination of the functioning of organisations and businesses, including internal departments and sections, often with the help of subordinate managers and supervisors.'*

was changed to the definition used in SOC2010:

*'This major group covers occupations whose tasks consist of planning, directing and coordinating resources to achieve the efficient functioning of organisations and businesses.'*

This revised definition focuses upon the managerial occupation as one which is associated specifically with control over resources ('planning, directing and coordinating') at the enterprise or organisational level and makes more explicit the strategic elements of the job rather than the day-to-day tasks. Where the job title 'manager' is used yet the job description does not indicate significant responsibilities for strategic control over resources (financial, material or human), consideration was given to the reallocation of such job titles and their associated task descriptions to alternative major groups. This required a careful examination of the mechanisms (index rules, guidance notes, coding procedures, etc.) by which such job titles and descriptions could be identified and excluded from Major Group 1. To retain a degree of comparability with managerial groups as defined in SOC2000, certain managerial unit groups (the lowest level of the classification) have been retained in their entirety but repositioned in other major groups of the classification.

### Information technology and telecommunications occupations

Continuing technological change together with changes in the way IT occupations are organised and integrated across many functional areas necessitated thorough reconsideration and consequent revision, mainly within Major Group 2 (Professional occupations).

### Conservation/environmental occupations

Recognition of occupations relating specifically to conservation and the environment was made for the first time in SOC2000. The increasing significance of this area has resulted in the creation of categories in Major Group 2 (Professional occupations) in SOC2010 and the re-classifying of some occupations previously located within Major Group 3 (Associate Professional occupations).

### Supervisors

Supervisory minor and unit groups have been introduced into a small number of areas where the role of supervisor is distinct and is generally regarded as separate from the type of work that is being supervised. This also improves the alignment between SOC2010 and ISCO08.

## 4.5 Summarising changes to the classification structure introduced in SOC2010

This section presents a summary of some of the major changes that distinguish SOC2010 from SOC2000. For more details of the relationship between SOC2010 and SOC2000 at the level of unit groups (the most detailed level of the classification), please contact the CHU.

### Major Group 1 (*Managers, directors and senior officials*)

The change of the name of this major group, from *Managers and Senior Officials* to *Managers, Directors and Senior Officials* reflects the substantial revision that has been made to this major group in the light of the stricter definition of managers in SOC2010. The inclusion of 'directors' in the major group title is repeated at submajor and most minor and unit group level titles in this area of the revised classification.

Minor group 111 changes from '*Corporate Managers and Senior Officials*' to '*Chief Executives and Senior Officials*' in order better to reflect current terminology and the focus placed on the most senior managers of major organisations in this part of the classification.

A number of minor and unit groups have been removed from Major Group 1 to other areas of the classification. In some cases, this is because the professional knowledge and expertise required for the occupation is regarded as paramount and they are now classified with Professional occupations in major group 2: thus, *Research and development managers* have been moved from *Functional managers* into a new Professional minor group 215 (*Research and development managers*); *Quality assurance managers* have been re-classified to a new minor group for *Quality and Regulatory Professionals*; *Pharmacy managers* are now classified as *Health Professionals* with *Pharmacists* in unit group 2213.

Other SOC2000 managerial unit groups have been re-classified to non-managerial areas of SOC2010: *Customer service managers* (previously *Customer care managers* in SOC2000) are now classified to unit group 7220 within one of the new minor groups created to identify supervisory occupations in selected areas of the classification; similarly, *Office managers* are now largely classified with Administrative and Secretarial Occupations in major group 4, in a new minor group for *Administrative Occupations: Office Managers and Supervisors*; *Security managers* have moved to SOC2010 unit group 3319 (*Protective service associate professionals n.e.c.*).

*Healthcare practice managers* and *Residential and day care managers* have been removed from SOC2000 minor group 118 (*Health and Social Services Managers*) and allocated to a new SOC2010 minor group 124 within submajor group 12, because

they are, in effect, running small businesses either as managers or – in the case of some residential care establishments – as proprietors. The unit group title for 1242 reflects the wider functions of care services: *Residential, day and domiciliary care managers and proprietors*.

*Conference and exhibition managers* are re-classified to a new unit group, *Conference and exhibition managers and organisers*, within major group 3.

### Major Group 2 (*Professional occupations*)

In major group 2 additional unit groups for *information technology and telecommunications professionals* have been created, recognising the changing structure of IT occupations and their integration into a wide range of functional areas. *IT specialist managers* and *IT project and programme managers* are allocated new unit groups, transferring these occupations from SOC2000 major group 1. *IT business analysts, architects and systems designers* and *Programmers and software development professionals* reconfigure many of the IT occupations in SOC2000 major group 2. *Web design and development professionals* bring together web-related occupations previously classified in SOC2000 major groups 2 and 3. These decisions reflect both the significant consultation that has taken place with the industry training bodies in this area and the attempt to create an effective mapping with ISCO08 in this important yet rapidly changing occupational area.

Scientists within the professional area of SOC2010 are deemed to encompass both the natural and social sciences and the humanities, as reflected in the minor group title: *Natural and Social Science Professionals* and the addition of a unit group for *Social and humanities scientists*. The decision has also been made to include the professional researchers within their respective scientific disciplines and not to distinguish research professionals separately.

The submajor group for *Health Professionals* has been expanded to include some health occupations previously designated at associate professional level. Similarly, a new minor group has been created for *Therapy Professionals* for occupations classified within major group 3 of SOC2000. *Nurses and Midwives* are re-classified to separate unit groups within a new Professional minor group: *Nursing and Midwifery Professionals*.

A new minor group, *Conservation and Environment Professionals*, has been created into which are classified occupations that were assigned in SOC2000 to submajor group 12 and associate professional level.

An additional unit group within *Legal Professionals* has been created in order to identify *Solicitors* separately from *Barristers and judges*.



### **Major Group 3 (Associate professional and technical occupations)**

Changes to major group 3 result mostly from the re-classification of occupational areas at Professional level, as outlined above.

A new unit group within *Protective Service Occupations* has been created for *Police community support officers*.

Train drivers have been re-classified to a separate unit group within a new minor group 823: *Other Drivers and Transport Operatives*.

### **Major Group 4 (Administrative and secretarial occupations)**

The key change in major group 4 is the creation of a new minor group for *Administrative Occupations: Office Managers and Supervisors*. In addition to the re-allocation of *Office managers* from major group 1 (as mentioned above), those whose role is fundamentally to supervise across a wide range of administrative occupations are classified to a new unit group: *Office supervisors*.

### **Major Group 5 (Skilled trades occupations)**

New minor groups and related unit groups have been created for: *Skilled Metal, Electrical and Electronic Trades Supervisors*; and *Construction and Building Trades Supervisors*.

### **Major Group 6 (Caring, leisure and other service occupations)**

*Caring Personal Services* have been expanded to identify in separate unit groups *Senior care workers* and *Care escorts*.

### **Major Group 7 (Sales and customer service occupations)**

New minor groups have been created to classify *Sales Supervisors* and *Customer Service Managers and Supervisors*.

### **Major Group 8 (Process, plant and machine operatives)**

No significant changes have been made to the structure of this major group.

### **Major Group 9 (Elementary occupations)**

Apart from some re-ordering (and consequent re-numbering) at minor group level and the merging of a few unit groups, no significant changes have been made to the structure of this major group.

## **4.6 The impact of reclassification**

To gain some indication of the potential impact of these and a wide variety of other changes on the definition of occupational structure, the Classifications and Harmonisation Unit of the Office for National Statistics reclassified two quarters of data

from the UK Labour Force Survey which had originally been coded to SOC2000: December to February 1996/97 and January to March 2007.

Figures 1 and 2 show, for males and females separately, changes in the occupational structure of employment in England and Wales between 2001 and 2007, with employment classified to the major group structure of SOC2000 and SOC2010 in each case. In these charts the bars show the percentage of total male or female employment in each major group.

Examining first the changes over this ten year period in the occupational structure of male employment by SOC2000 Major Groups, it can be seen that the proportional share of employment increased in Major Groups 1, 2, 6, 7 and 9. Comparing these changes with the same data reclassified to SOC2010 gives virtually the same picture, with one important exception. The stricter definition of managers in SOC2010, which results in the share of male employment in this Major Group falling from 19 per cent of male employment in 2007 to 12.8 per cent, also shows a reversal of the change comparing 1996/7 with 2007. In other words, the increase in the share of male employment in this Major Group that is indicated via SOC2000 lies primarily within those managerial occupations which have been relocated to other major groups.

For females, the pattern of occupational change from 1996/7 to 2007 shown by both SOC2000 and SOC2010 is similar. As with males, the proportion of employment classified to major Group 1 falls when comparing the distributions by each classification, but the changes in occupational structure taking place over this decade are almost the same. The proportional share of female employment in Major Group 2 is seen to increase at a faster rate according to SOC2010 than is the case with SOC2000.

## **5. Updating SOC**

Changes occur in work organisation as a result of technological developments, innovation and new products, the use of new materials, improved methods of production or delivery of services etc. New occupations arise either because tasks are enlarged, contracted or combined within and between existing occupations or because new, different tasks are introduced into the organisation of work. Many new job titles have been introduced into Volume 2 and, where such new occupations have become sufficiently important to warrant their recognition and inclusion in the classification, this has been reflected within the structure of SOC2010.

However, occupational change is a continual process. The Classifications and Harmonisation Unit of the Office for National Statistics, which supports the SOC, would welcome information on such changes. This will be taken into account in the periodical updating of SOC.

Please contact:

Classifications and Harmonisation Unit  
Office for National Statistics  
Segensworth Road  
Titchfield  
Fareham  
Hampshire  
PO15 5RR

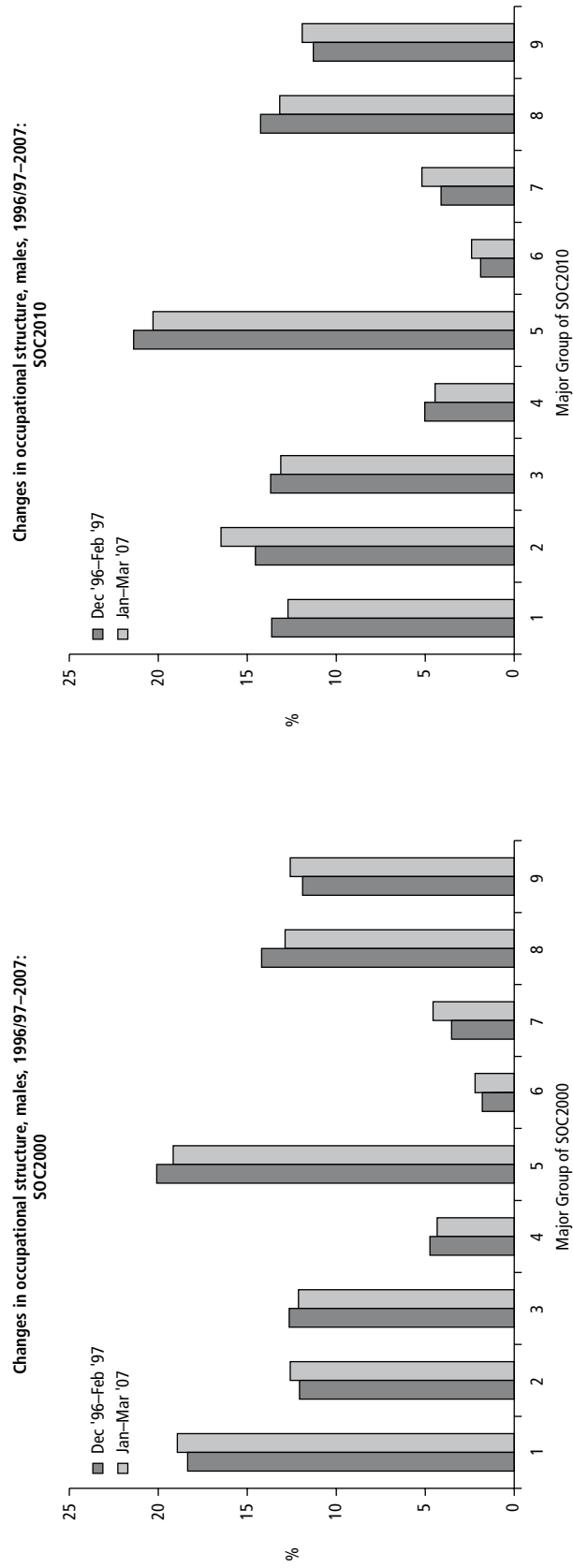
Telephone 01329 444388

Email [occupation.information@ons.gov.uk](mailto:occupation.information@ons.gov.uk)

For all other statistical enquiries:

Telephone 0845 6013034

Email [info@statistics.gov.uk](mailto:info@statistics.gov.uk)



**Figure 1: Changes in occupational structure by major groups of SOC2000 and SOC2010, males, 1996/7 to 2007**

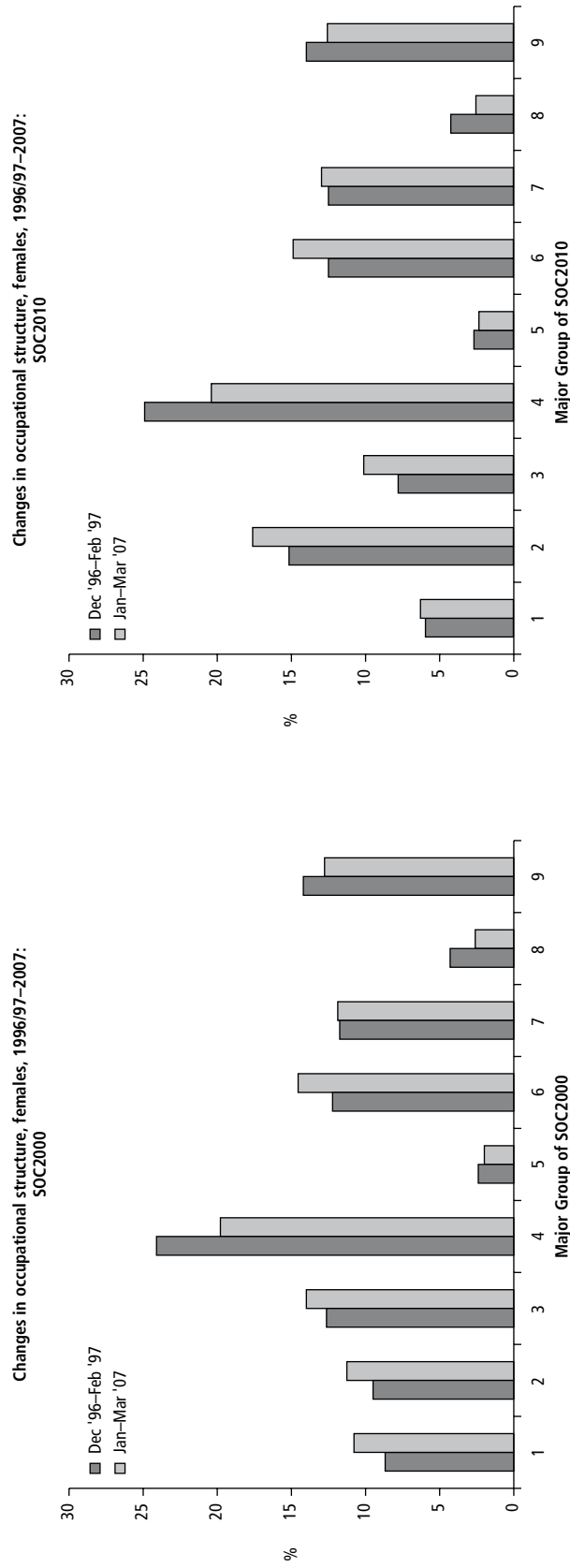


Figure 2: Changes in occupational structure by major groups of SOC2000 and SOC2010, females, 1996/7 to 2007

# Standard Occupational Classification 2010 (SOC2010) Summary of Structure

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**The Standard Occupational Classification consists of the following major groups:**

1. Managers, Directors and Senior Officials
2. Professional Occupations
3. Associate Professional and Technical Occupations
4. Administrative and Secretarial Occupations
5. Skilled Trades Occupations
6. Caring, Leisure and Other Service Occupations
7. Sales and Customer Service Occupations
8. Process, Plant and Machine Operatives
9. Elementary Occupations

The sub-major, minor group and unit group structure of these major groups is defined as follows:

**Standard Occupational Classification 2010 (SOC2010)  
Summary of Structure**

<b>Major Group</b>	<b>Sub-Major Group</b>	<b>Minor Group</b>	<b>Unit Group</b>	<b>Group Title</b>
<b>1</b>				<b>MANAGERS, DIRECTORS AND SENIOR OFFICIALS</b>
	<b>11</b>			<b>CORPORATE MANAGERS AND DIRECTORS</b>
		<b>111</b>		<b>Chief Executives and Senior Officials</b>
			1115	Chief executives and senior officials
			1116	Elected officers and representatives
		<b>112</b>		<b>Production Managers and Directors</b>
			1121	Production managers and directors in manufacturing
			1122	Production managers and directors in construction
			1123	Production managers and directors in mining and energy
		<b>113</b>		<b>Functional Managers and Directors</b>
			1131	Financial managers and directors
			1132	Marketing and sales directors
			1133	Purchasing managers and directors
			1134	Advertising and public relations directors
			1135	Human resource managers and directors
			1136	Information technology and telecommunications directors
			1139	Functional managers and directors n.e.c.
		<b>115</b>		<b>Financial Institution Managers and Directors</b>
			1150	Financial institution managers and directors
		<b>116</b>		<b>Managers and Directors in Transport and Logistics</b>
			1161	Managers and directors in transport and distribution
			1162	Managers and directors in storage and warehousing
		<b>117</b>		<b>Senior Officers in Protective Services</b>
			1171	Officers in armed forces
			1172	Senior police officers
			1173	Senior officers in fire, ambulance, prison and related services
		<b>118</b>		<b>Health and Social Services Managers and Directors</b>
			1181	Health services and public health managers and directors
			1184	Social services managers and directors
		<b>119</b>		<b>Managers and Directors in Retail and Wholesale</b>
			1190	Managers and directors in retail and wholesale

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
	<b>12</b>			<b>OTHER MANAGERS AND PROPRIETORS</b>
		<b>121</b>		<b>Managers and Proprietors in Agriculture Related Services</b>
			1211	Managers and proprietors in agriculture and horticulture
			1213	Managers and proprietors in forestry, fishing and related services
		<b>122</b>		<b>Managers and Proprietors in Hospitality and Leisure Services</b>
			1221	Hotel and accommodation managers and proprietors
			1223	Restaurant and catering establishment managers and proprietors
			1224	Publicans and managers of licensed premises
			1225	Leisure and sports managers
			1226	Travel agency managers and proprietors
		<b>124</b>		<b>Managers and Proprietors in Health and Care Services</b>
			1241	Health care practice managers
			1242	Residential, day and domiciliary care managers and proprietors
		<b>125</b>		<b>Managers and Proprietors in Other Services</b>
			1251	Property, housing and estate managers
			1252	Garage managers and proprietors
			1253	Hairdressing and beauty salon managers and proprietors
			1254	Shopkeepers and proprietors – wholesale and retail
			1255	Waste disposal and environmental services managers
			1259	Managers and proprietors in other services n.e.c.
<b>2</b>				<b>PROFESSIONAL OCCUPATIONS</b>
	<b>21</b>			<b>SCIENCE, RESEARCH, ENGINEERING AND TECHNOLOGY PROFESSIONALS</b>
		<b>211</b>		<b>Natural and Social Science Professionals</b>
			2111	Chemical scientists
			2112	Biological scientists and biochemists
			2113	Physical scientists
			2114	Social and humanities scientists
			2119	Natural and social science professionals n.e.c.
		<b>212</b>		<b>Engineering Professionals</b>
			2121	Civil engineers
			2122	Mechanical engineers
			2123	Electrical engineers
			2124	Electronics engineers
			2126	Design and development engineers
			2127	Production and process engineers
			2129	Engineering professionals n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>213</b>		<b>Information Technology and Telecommunications Professionals</b>
			2133	IT specialist managers
			2134	IT project and programme managers
			2135	IT business analysts, architects and systems designers
			2136	Programmers and software development professionals
			2137	Web design and development professionals
			2139	Information technology and telecommunications professionals n.e.c.
		<b>214</b>		<b>Conservation and Environment Professionals</b>
			2141	Conservation professionals
			2142	Environment professionals
		<b>215</b>		<b>Research and Development Managers</b>
			2150	Research and development managers
<b>22</b>				<b>HEALTH PROFESSIONALS</b>
		<b>221</b>		<b>Health Professionals</b>
			2211	Medical practitioners
			2212	Psychologists
			2213	Pharmacists
			2214	Ophthalmic opticians
			2215	Dental practitioners
			2216	Veterinarians
			2217	Medical radiographers
			2218	Podiatrists
			2219	Health professionals n.e.c.
		<b>222</b>		<b>Therapy Professionals</b>
			2221	Physiotherapists
			2222	Occupational therapists
			2223	Speech and language therapists
			2229	Therapy professionals n.e.c.
		<b>223</b>		<b>Nursing and Midwifery Professionals</b>
			2231	Nurses
			2232	Midwives
<b>23</b>				<b>TEACHING AND EDUCATIONAL PROFESSIONALS</b>
		<b>231</b>		<b>Teaching and Educational Professionals</b>
			2311	Higher education teaching professionals
			2312	Further education teaching professionals



Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			2314	Secondary education teaching professionals
			2315	Primary and nursery education teaching professionals
			2316	Special needs education teaching professionals
			2317	Senior professionals of educational establishments
			2318	Education advisers and school inspectors
			2319	Teaching and other educational professionals n.e.c.
<b>24</b>				<b><i>BUSINESS, MEDIA AND PUBLIC SERVICE PROFESSIONALS</i></b>
		<b>241</b>		<b>Legal Professionals</b>
			2412	Barristers and judges
			2413	Solicitors
			2419	Legal professionals n.e.c.
		<b>242</b>		<b>Business, Research and Administrative Professionals</b>
			2421	Chartered and certified accountants
			2423	Management consultants and business analysts
			2424	Business and financial project management professionals
			2425	Actuaries, economists and statisticians
			2426	Business and related research professionals
			2429	Business, research and administrative professionals n.e.c.
		<b>243</b>		<b>Architects, Town Planners and Surveyors</b>
			2431	Architects
			2432	Town planning officers
			2433	Quantity surveyors
			2434	Chartered surveyors
			2435	Chartered architectural technologists
			2436	Construction project managers and related professionals
		<b>244</b>		<b>Welfare Professionals</b>
			2442	Social workers
			2443	Probation officers
			2444	Clergy
			2449	Welfare professionals n.e.c.
		<b>245</b>		<b>Librarians and Related Professionals</b>
			2451	Librarians
			2452	Archivists and curators
		<b>246</b>		<b>Quality and Regulatory Professionals</b>
			2461	Quality control and planning engineers
			2462	Quality assurance and regulatory professionals

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			2463	Environmental health professionals
		<b>247</b>		<b>Media Professionals</b>
			2471	Journalists, newspaper and periodical editors
			2472	Public relations professionals
			2473	Advertising accounts managers and creative directors
<b>3</b>				<b>ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS</b>
	<b>31</b>			<b>SCIENCE, ENGINEERING AND TECHNOLOGY ASSOCIATE PROFESSIONALS</b>
		<b>311</b>		<b>Science, Engineering and Production Technicians</b>
			3111	Laboratory technicians
			3112	Electrical and electronics technicians
			3113	Engineering technicians
			3114	Building and civil engineering technicians
			3115	Quality assurance technicians
			3116	Planning, process and production technicians
			3119	Science, engineering and production technicians n.e.c.
		<b>312</b>		<b>Draughtspersons and Related Architectural Technicians</b>
			3121	Architectural and town planning technicians
			3122	Draughtspersons
		<b>313</b>		<b>Information Technology Technicians</b>
			3131	IT operations technicians
			3132	IT user support technicians
	<b>32</b>			<b>HEALTH AND SOCIAL CARE ASSOCIATE PROFESSIONALS</b>
		<b>321</b>		<b>Health Associate Professionals</b>
			3213	Paramedics
			3216	Dispensing opticians
			3217	Pharmaceutical technicians
			3218	Medical and dental technicians
			3219	Health associate professionals n.e.c.
		<b>323</b>		<b>Welfare and Housing Associate Professionals</b>
			3231	Youth and community workers
			3233	Child and early years officers
			3234	Housing officers
			3235	Counsellors
			3239	Welfare and housing associate professionals n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
	<b>33</b>			<b><i>PROTECTIVE SERVICE OCCUPATIONS</i></b>
		<b>331</b>		<b>Protective Service Occupations</b>
			3311	NCOs and other ranks
			3312	Police officers (sergeant and below)
			3313	Fire service officers (watch manager and below)
			3314	Prison service officers (below principal officer)
			3315	Police community support officers
			3319	Protective service associate professionals n.e.c.
	<b>34</b>			<b><i>CULTURE, MEDIA AND SPORTS OCCUPATIONS</i></b>
		<b>341</b>		<b>Artistic, Literary and Media Occupations</b>
			3411	Artists
			3412	Authors, writers and translators
			3413	Actors, entertainers and presenters
			3414	Dancers and choreographers
			3415	Musicians
			3416	Arts officers, producers and directors
			3417	Photographers, audio-visual and broadcasting equipment operators
		<b>342</b>		<b>Design Occupations</b>
			3421	Graphic designers
			3422	Product, clothing and related designers
		<b>344</b>		<b>Sports and Fitness Occupations</b>
			3441	Sports players
			3442	Sports coaches, instructors and officials
			3443	Fitness instructors
	<b>35</b>			<b><i>BUSINESS AND PUBLIC SERVICE ASSOCIATE PROFESSIONALS</i></b>
		<b>351</b>		<b>Transport Associate Professionals</b>
			3511	Air traffic controllers
			3512	Aircraft pilots and flight engineers
			3513	Ship and hovercraft officers
		<b>352</b>		<b>Legal Associate Professionals</b>
			3520	Legal associate professionals
		<b>353</b>		<b>Business, Finance and Related Associate Professionals</b>
			3531	Estimators, valuers and assessors
			3532	Brokers
			3533	Insurance underwriters
			3534	Finance and investment analysts and advisers

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			3535	Taxation experts
			3536	Importers and exporters
			3537	Financial and accounting technicians
			3538	Financial accounts managers
			3539	Business and related associate professionals n.e.c.
		<b>354</b>		<b>Sales, Marketing and Related Associate Professionals</b>
			3541	Buyers and procurement officers
			3542	Business sales executives
			3543	Marketing associate professionals
			3544	Estate agents and auctioneers
			3545	Sales accounts and business development managers
			3546	Conference and exhibition managers and organisers
		<b>355</b>		<b>Conservation and Environmental associate professionals</b>
			3550	Conservation and environmental associate professionals
		<b>356</b>		<b>Public Services and Other Associate Professionals</b>
			3561	Public services associate professionals
			3562	Human resources and industrial relations officers
			3563	Vocational and industrial trainers and instructors
			3564	Careers advisers and vocational guidance specialists
			3565	Inspectors of standards and regulations
			3567	Health and safety officers
<b>4</b>				<b>ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS</b>
	<b>41</b>			<b>ADMINISTRATIVE OCCUPATIONS</b>
		<b>411</b>		<b>Administrative Occupations: Government and Related Organisations</b>
			4112	National government administrative occupations
			4113	Local government administrative occupations
			4114	Officers of non-governmental organisations
		<b>412</b>		<b>Administrative Occupations: Finance</b>
			4121	Credit controllers
			4122	Book-keepers, payroll managers and wages clerks
			4123	Bank and post office clerks
			4124	Finance officers
			4129	Financial administrative occupations n.e.c.
		<b>413</b>		<b>Administrative Occupations: Records</b>
			4131	Records clerks and assistants

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			4132	Pensions and insurance clerks and assistants
			4133	Stock control clerks and assistants
			4134	Transport and distribution clerks and assistants
			4135	Library clerks and assistants
			4138	Human resources administrative occupations
		<b>415</b>		<b>Other Administrative Occupations</b>
			4151	Sales administrators
			4159	Other administrative occupations n.e.c.
		<b>416</b>		<b>Administrative Occupations: Office Managers and Supervisors</b>
			4161	Office managers
			4162	Office supervisors
	<b>42</b>			<b>SECRETARIAL AND RELATED OCCUPATIONS</b>
		<b>421</b>		<b>Secretarial and Related Occupations</b>
			4211	Medical secretaries
			4212	Legal secretaries
			4213	School secretaries
			4214	Company secretaries
			4215	Personal assistants and other secretaries
			4216	Receptionists
			4217	Typists and related keyboard occupations
<b>5</b>				<b>SKILLED TRADES OCCUPATIONS</b>
	<b>51</b>			<b>SKILLED AGRICULTURAL AND RELATED TRADES</b>
		<b>511</b>		<b>Agricultural and Related Trades</b>
			5111	Farmers
			5112	Horticultural trades
			5113	Gardeners and landscape gardeners
			5114	Groundsmen and greenkeepers
			5119	Agricultural and fishing trades n.e.c.
	<b>52</b>			<b>SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES</b>
		<b>521</b>		<b>Metal Forming, Welding and Related Trades</b>
			5211	Smiths and forge workers
			5212	Moulders, core makers and die casters
			5213	Sheet metal workers
			5214	Metal plate workers, and riveters
			5215	Welding trades
			5216	Pipe fitters

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>522</b>		<b>Metal Machining, Fitting and Instrument Making Trades</b>
			5221	Metal machining setters and setter-operators
			5222	Tool makers, tool fitters and markers-out
			5223	Metal working production and maintenance fitters
			5224	Precision instrument makers and repairers
			5225	Air-conditioning and refrigeration engineers
		<b>523</b>		<b>Vehicle Trades</b>
			5231	Vehicle technicians, mechanics and electricians
			5232	Vehicle body builders and repairers
			5234	Vehicle paint technicians
			5235	Aircraft maintenance and related trades
			5236	Boat and ship builders and repairers
			5237	Rail and rolling stock builders and repairers
		<b>524</b>		<b>Electrical and Electronic Trades</b>
			5241	Electricians and electrical fitters
			5242	Telecommunications engineers
			5244	TV, video and audio engineers
			5245	IT engineers
			5249	Electrical and electronic trades n.e.c.
		<b>525</b>		<b>Skilled Metal, Electrical and Electronic Trades Supervisors</b>
			5250	Skilled metal, electrical and electronic trades supervisors
	<b>53</b>			<b>SKILLED CONSTRUCTION AND BUILDING TRADES</b>
		<b>531</b>		<b>Construction and Building Trades</b>
			5311	Steel erectors
			5312	Bricklayers and masons
			5313	Roofers, roof tilers and slaters
			5314	Plumbers and heating and ventilating engineers
			5315	Carpenters and joiners
			5316	Glaziers, window fabricators and fitters
			5319	Construction and building trades n.e.c.
		<b>532</b>		<b>Building Finishing Trades</b>
			5321	Plasterers
			5322	Floorers and wall tilers
			5323	Painters and decorators
		<b>533</b>		<b>Construction and Building Trades Supervisors</b>
			5330	Construction and building trades supervisors

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
	<b>54</b>			<b><i>TEXTILES, PRINTING AND OTHER SKILLED TRADES</i></b>
		<b>541</b>		<b>Textiles and Garments Trades</b>
			5411	Weavers and knitters
			5412	Upholsterers
			5413	Footwear and leather working trades
			5414	Tailors and dressmakers
			5419	Textiles, garments and related trades n.e.c.
		<b>542</b>		<b>Printing Trades</b>
			5421	Pre-press technicians
			5422	Printers
			5423	Print finishing and binding workers
		<b>543</b>		<b>Food Preparation and Hospitality Trades</b>
			5431	Butchers
			5432	Bakers and flour confectioners
			5433	Fishmongers and poultry dressers
			5434	Chefs
			5435	Cooks
			5436	Catering and bar managers
		<b>544</b>		<b>Other Skilled Trades</b>
			5441	Glass and ceramics makers, decorators and finishers
			5442	Furniture makers and other craft woodworkers
			5443	Florists
			5449	Other skilled trades n.e.c.
<b>6</b>				<b>CARING, LEISURE AND OTHER SERVICE OCCUPATIONS</b>
	<b>61</b>			<b><i>CARING PERSONAL SERVICE OCCUPATIONS</i></b>
		<b>612</b>		<b>Childcare and Related Personal Services</b>
			6121	Nursery nurses and assistants
			6122	Childminders and related occupations
			6123	Playworkers
			6125	Teaching assistants
			6126	Educational support assistants
		<b>613</b>		<b>Animal Care and Control Services</b>
			6131	Veterinary nurses
			6132	Pest control officers
			6139	Animal care services occupations n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>614</b>		<b>Caring Personal Services</b>
			6141	Nursing auxiliaries and assistants
			6142	Ambulance staff (excluding paramedics)
			6143	Dental nurses
			6144	Houseparents and residential wardens
			6145	Care workers and home carers
			6146	Senior care workers
			6147	Care escorts
			6148	Undertakers, mortuary and crematorium assistants
	<b>62</b>			<b>LEISURE, TRAVEL AND RELATED PERSONAL SERVICE OCCUPATIONS</b>
		<b>621</b>		<b>Leisure and Travel Services</b>
			6211	Sports and leisure assistants
			6212	Travel agents
			6214	Air travel assistants
			6215	Rail travel assistants
			6219	Leisure and travel service occupations n.e.c.
		<b>622</b>		<b>Hairdressers and Related Services</b>
			6221	Hairdressers and barbers
			6222	Beauticians and related occupations
		<b>623</b>		<b>Housekeeping and Related Services</b>
			6231	Housekeepers and related occupations
			6232	Caretakers
		<b>624</b>		<b>Cleaning and Housekeeping Managers and Supervisors</b>
			6240	Cleaning and housekeeping managers and supervisors
<b>7</b>				<b>SALES AND CUSTOMER SERVICE OCCUPATIONS</b>
	<b>71</b>			<b>SALES OCCUPATIONS</b>
		<b>711</b>		<b>Sales Assistants and Retail Cashiers</b>
			7111	Sales and retail assistants
			7112	Retail cashiers and check-out operators
			7113	Telephone salespersons
			7114	Pharmacy and other dispensing assistants
			7115	Vehicle and parts salespersons and advisers
		<b>712</b>		<b>Sales Related Occupations</b>
			7121	Collector salespersons and credit agents
			7122	Debt, rent and other cash collectors



Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			7123	Roundspersons and van salespersons
			7124	Market and street traders and assistants
			7125	Merchandisers and window dressers
			7129	Sales related occupations n.e.c.
		<b>713</b>		<b>Sales Supervisors</b>
			7130	Sales supervisors
	<b>72</b>			<b><i>CUSTOMER SERVICE OCCUPATIONS</i></b>
		<b>721</b>		<b>Customer Service Occupations</b>
			7211	Call and contact centre occupations
			7213	Telephonists
			7214	Communication operators
			7215	Market research interviewers
			7219	Customer service occupations n.e.c.
		<b>722</b>		<b>Customer Service Managers and Supervisors</b>
			7220	Customer service managers and supervisors
<b>8</b>				<b>PROCESS, PLANT AND MACHINE OPERATIVES</b>
	<b>81</b>			<b><i>PROCESS, PLANT AND MACHINE OPERATIVES</i></b>
		<b>811</b>		<b>Process Operatives</b>
			8111	Food, drink and tobacco process operatives
			8112	Glass and ceramics process operatives
			8113	Textile process operatives
			8114	Chemical and related process operatives
			8115	Rubber process operatives
			8116	Plastics process operatives
			8117	Metal making and treating process operatives
			8118	Electroplaters
			8119	Process operatives n.e.c.
		<b>812</b>		<b>Plant and Machine Operatives</b>
			8121	Paper and wood machine operatives
			8122	Coal mine operatives
			8123	Quarry workers and related operatives
			8124	Energy plant operatives
			8125	Metal working machine operatives
			8126	Water and sewerage plant operatives
			8127	Printing machine assistants
			8129	Plant and machine operatives n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>813</b>		<b>Assemblers and Routine Operatives</b>
			8131	Assemblers (electrical and electronic products)
			8132	Assemblers (vehicles and metal goods)
			8133	Routine inspectors and testers
			8134	Weighers, graders and sorters
			8135	Tyre, exhaust and windscreen fitters
			8137	Sewing machinists
			8139	Assemblers and routine operatives n.e.c.
		<b>814</b>		<b>Construction Operatives</b>
			8141	Scaffolders, staggers and riggers
			8142	Road construction operatives
			8143	Rail construction and maintenance operatives
			8149	Construction operatives n.e.c.
	<b>82</b>			<b>TRANSPORT AND MOBILE MACHINE DRIVERS AND OPERATIVES</b>
		<b>821</b>		<b>Road Transport Drivers</b>
			8211	Large goods vehicle drivers
			8212	Van drivers
			8213	Bus and coach drivers
			8214	Taxi and cab drivers and chauffeurs
			8215	Driving instructors
		<b>822</b>		<b>Mobile Machine Drivers and Operatives</b>
			8221	Crane drivers
			8222	Fork-lift truck drivers
			8223	Agricultural machinery drivers
			8229	Mobile machine drivers and operatives n.e.c.
		<b>823</b>		<b>Other Drivers and Transport Operatives</b>
			8231	Train and tram drivers
			8232	Marine and waterways transport operatives
			8233	Air transport operatives
			8234	Rail transport operatives
			8239	Other drivers and transport operatives n.e.c.
<b>9</b>				<b>ELEMENTARY OCCUPATIONS</b>
	<b>91</b>			<b>ELEMENTARY TRADES AND RELATED OCCUPATIONS</b>
		<b>911</b>		<b>Elementary Agricultural Occupations</b>
			9111	Farm workers
			9112	Forestry workers

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			9119	Fishing and other elementary agriculture occupations n.e.c.
		<b>912</b>		<b>Elementary Construction Occupations</b>
			9120	Elementary construction occupations
		<b>913</b>		<b>Elementary Process Plant Occupations</b>
			9132	Industrial cleaning process occupations
			9134	Packers, bottlers, canners and fillers
			9139	Elementary process plant occupations n.e.c.
	<b>92</b>			<b><i>ELEMENTARY ADMINISTRATION AND SERVICE OCCUPATIONS</i></b>
		<b>921</b>		<b>Elementary Administration Occupations</b>
			9211	Postal workers, mail sorters, messengers and couriers
			9219	Elementary administration occupations n.e.c.
		<b>923</b>		<b>Elementary Cleaning Occupations</b>
			9231	Window cleaners
			9232	Street cleaners
			9233	Cleaners and domestics
			9234	Launderers, dry cleaners and pressers
			9235	Refuse and salvage occupations
			9236	Vehicle valeters and cleaners
			9239	Elementary cleaning occupations n.e.c.
		<b>924</b>		<b>Elementary Security Occupations</b>
			9241	Security guards and related occupations
			9242	Parking and civil enforcement occupations
			9244	School midday and crossing patrol occupations
			9249	Elementary security occupations n.e.c.
		<b>925</b>		<b>Elementary Sales Occupations</b>
			9251	Shelf fillers
			9259	Elementary sales occupations n.e.c.
		<b>926</b>		<b>Elementary Storage Occupations</b>
			9260	Elementary storage occupations
		<b>927</b>		<b>Other Elementary Services Occupations</b>
			9271	Hospital porters
			9272	Kitchen and catering assistants
			9273	Waiters and waitresses
			9274	Bar staff

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<b>Major Group</b>	<b>Sub-Major Group</b>	<b>Minor Group</b>	<b>Unit Group</b>	<b>Group Title</b>
			9275	Leisure and theme park attendants
			9279	Other elementary services occupations n.e.c.

# MAJOR GROUP 1

## MANAGERS, DIRECTORS AND SENIOR OFFICIALS

This major group covers occupations whose tasks consist of planning, directing and coordinating resources to achieve the efficient functioning of organisations and businesses. Working proprietors in small businesses are included, although allocated to separate minor groups within the major group.

Most occupations in this major group will require a significant amount of knowledge and experience of the production processes, administrative procedures or service requirements associated with the efficient functioning of organisations and businesses.

Occupations in this major group are classified into the following sub-major and minor groups:

### 11 CORPORATE MANAGERS AND DIRECTORS

- 111 CHIEF EXECUTIVES AND SENIOR OFFICIALS
- 112 PRODUCTION MANAGERS AND DIRECTORS
- 113 FUNCTIONAL MANAGERS AND DIRECTORS
- 115 FINANCIAL INSTITUTION MANAGERS AND DIRECTORS
- 116 MANAGERS AND DIRECTORS IN TRANSPORT AND LOGISTICS
- 117 SENIOR OFFICERS IN PROTECTIVE SERVICES
- 118 HEALTH AND SOCIAL SERVICES MANAGERS AND DIRECTORS
- 119 MANAGERS AND DIRECTORS IN RETAIL AND WHOLESALE

### 12 OTHER MANAGERS AND PROPRIETORS

- 121 MANAGERS AND PROPRIETORS IN AGRICULTURE RELATED SERVICES
- 122 MANAGERS AND PROPRIETORS IN HOSPITALITY AND LEISURE SERVICES
- 124 MANAGERS AND PROPRIETORS IN HEALTH AND CARE SERVICES
- 125 MANAGERS AND PROPRIETORS IN OTHER SERVICES

# SUB-MAJOR GROUP 11

## CORPORATE MANAGERS AND DIRECTORS

Job holders in this sub-major group formulate government policy; direct the operations of major organisations, local government, government departments and special interest organisations; organise and direct production, processing, maintenance and construction operations in industry; formulate, implement and advise on specialist functional activities within organisations; direct the operations of branches of financial institutions; organise and co-ordinate the transportation of passengers, the storage and distribution of freight, and the sale of goods; direct the operations of the emergency services, revenue and customs, the prison service and the armed forces; and co-ordinate the provision of health and social services.

### MINOR GROUP 111

#### CHIEF EXECUTIVES AND SENIOR OFFICIALS

Jobholders in this minor group plan, organise and direct the operations of large companies and organisations and of special interest organisations; direct government departments and local authorities; and formulate national and local government policy.

Occupations in this minor group are classified into the following unit groups:

- 1115 CHIEF EXECUTIVES AND SENIOR OFFICIALS**
- 1116 ELECTED OFFICERS AND REPRESENTATIVES**

#### **1115 CHIEF EXECUTIVES AND SENIOR OFFICIALS**

This unit group includes those who head large enterprises and organisations. They plan, direct and co-ordinate, with directors and managers, the resources necessary for the various functions and specialist activities of these enterprises and organisations. The chief executives of hospitals will be classified in this unit group. Senior officials in national government direct the operations of government departments. Senior officials in local government participate in the implementation of local government policies and ensure that legal, statutory and other provisions concerning the running of a local authority are observed. Senior officials of special interest organisations ensure that legal, statutory and other regulations concerning the running of trade associations, employers' associations, learned societies, trades unions, charitable organisations and similar bodies are observed. Chief executives and senior officials also act as representatives of the organisations concerned for the purposes of high level consultation and negotiation.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry may be by appointment or internal promotion, as appropriate, and is usually based on relevant experience although candidates may also require academic qualifications for some posts.

#### **TASKS**

- analyses economic, social, legal and other data, and plans, formulates and directs at strategic level the operation of a company or organisation;
- consults with subordinates to formulate, implement and review company/organisation policy, authorises funding for policy implementation programmes and institutes reporting, auditing and control systems;
- prepares, or arranges for the preparation of, reports, budgets, forecasts or other information;
- plans and controls the allocation of resources and the selection of senior staff;
- evaluates government/local authority departmental activities, discusses problems with government/local authority officials and administrators and formulates departmental policy;
- negotiates and monitors contracted out services provided to the local authority by the private sector;
- studies and acts upon any legislation that may affect the local authority;
- stimulates public interest by providing publicity, giving lectures and interviews and organising appeals for a variety of causes;

- directs or undertakes the preparation, publication and dissemination of reports and other information of interest to members and other interested parties.

### RELATED JOB TITLES

Chief executive  
 Chief medical officer  
 Civil servant (grade 5 & above)  
 Vice President

### 1116 ELECTED OFFICERS AND REPRESENTATIVES

Elected representatives in national government formulate and ratify legislation and government policy, act as elected representatives in Parliament, European Parliament, Regional Parliaments or Assemblies, and as representatives of the government and its executive. Elected officers in local government act as representatives in the local authority and participate in the formulation, ratification and implementation of local government policies.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is by election.

### TASKS

- represents constituency within the legislature and advises and assists constituents on a variety of issues;
- acts as a Party representative within the constituency;
- participates in debates and votes on legislative and other matters;
- holds positions on parliamentary or local government committees;
- tables questions to ministers and introduces proposals for government action;
- recommends or reviews potential policy or legislative change, and offers advice and opinions on current policy;
- advises on the interpretation and implementation of policy decisions, acts and regulations;
- studies and acts upon any legislation that may affect the local authority.

### RELATED JOB TITLES

Councillor (*local government*)  
 Member of Parliament

## MINOR GROUP 112 PRODUCTION MANAGERS AND DIRECTORS

Job holders in this minor group plan, organise, direct and co-ordinate all activities and resources involved with production, manufacturing, construction and mining operations in industry.

Occupations in this minor group are classified into the following unit groups:

- 1121 PRODUCTION MANAGERS AND DIRECTORS IN MANUFACTURING**
- 1122 PRODUCTION MANAGERS AND DIRECTORS IN CONSTRUCTION**
- 1123 PRODUCTION MANAGERS AND DIRECTORS IN MINING AND ENERGY**

### 1121 PRODUCTION MANAGERS AND DIRECTORS IN MANUFACTURING

Production managers and directors in manufacturing plan, organise, direct and co-ordinate the activities and resources necessary for production in manufacturing industries including the maintenance of engineering items, equipment and machinery.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards. Entry is possible with either a degree or equivalent qualification, and/or relevant experience. On-the-job training is provided and professional qualifications are available, as are S/NVQs in Management at levels 3 to 5.

#### TASKS

- liaises with other managers to plan overall production activity and daily manufacturing activity, sets quality standards and estimates timescales and costs;
- manages production to ensure that orders are completed to an agreed date and conform to customer and other requirements;
- monitors production and production costs and undertakes or arranges for the preparation of reports and records;
- oversees supervision of the production line and its staff, ensures targets are met.

#### RELATED JOB TITLES

Engineering manager  
Managing director (*engineering*)  
Operations manager (*manufacturing*)  
Production manager

### 1122 PRODUCTION MANAGERS AND DIRECTORS IN CONSTRUCTION

Production managers and directors in construction direct and co-ordinate resources for the construction and maintenance of civil and structural engineering works including houses, flats, factories, roads and runways, bridges, tunnels and railway works, harbour, dock and marine works and water supply, drainage and sewage works.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards. Entry is possible with either a degree or equivalent qualification and/or relevant experience, via apprenticeships or S/NVQs in Management at levels 3 to 5. On-the-job training is provided and professional qualifications are available.

#### TASKS

- liaises with other managers to plan overall production activity and construction activities, sets quality standards and estimates timescales and costs;
- receives invitations to tender, arranges for estimates and liaises with client, architect and engineers for the preparation of contracts;
- plans, directs and co-ordinates the construction and maintenance of civil and structural engineering works, including demolition, open-cast mining works and pipeline and piling;
- receives reports upon work in progress to ensure that materials and construction methods meet with specifications and statutory requirements and that there are no deviations from agreed plans.



**RELATED JOB TITLES**

Building Services manager  
 Construction manager  
 Director (building construction)  
 Owner (electrical contracting)

**1123 PRODUCTION MANAGERS AND DIRECTORS  
IN MINING AND ENERGY**

Production managers and directors in mining, energy and water supply plan, organise, direct and co-ordinate the activities and resources necessary for the extraction of minerals and other natural deposits and the production, storage and provision of gas, water and electricity supplies.

**TYPICAL ENTRY ROUTES AND ASSOCIATED  
QUALIFICATIONS**

There are no pre-set entry standards. Entry is possible with either GCSEs/S grades or A levels/H grades, a BTEC Diploma, an apprenticeship, NVQ (level 3), a degree or equivalent qualification with/without relevant experience. Off- and on-the-job training is provided and can lead to professional qualifications.

**TASKS**

- co-ordinates the activities of mines, quarries, drilling operations and offshore installations;
- determines staffing, material and other needs;
- co-ordinates and supervises coal-face production activities and ensures compliance with health and safety regulations;
- ensures that all haulage, storage, purification and distribution work is performed efficiently and in compliance with statutory and other regulations;
- arranges for the provision of gas, water and electricity supplies;
- ensures compliance with issues relating to the environmental impact of operations.

**RELATED JOB TITLES**

Operations manager (mining, water & energy)  
 Quarry manager

## MINOR GROUP 113 FUNCTIONAL MANAGERS AND DIRECTORS

Functional managers and directors plan, organise and advise on specialist functions or fields of activity in an organisation. They formulate and administer policies concerning the financial, marketing, sales, purchasing, work methods, public relations, human resources, information technology and telecommunications operations of an organisation.

Occupations in this minor group are classified into the following unit groups:

- 1131 FINANCIAL MANAGERS AND DIRECTORS**
- 1132 MARKETING AND SALES DIRECTORS**
- 1133 PURCHASING MANAGERS AND DIRECTORS**
- 1134 ADVERTISING AND PUBLIC RELATIONS DIRECTORS**
- 1135 HUMAN RESOURCE MANAGERS AND DIRECTORS**
- 1136 INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS DIRECTORS**
- 1139 FUNCTIONAL MANAGERS AND DIRECTORS N.E.C.**

### 1131 FINANCIAL MANAGERS AND DIRECTORS

Financial managers and directors plan, organise, direct and co-ordinate financial information and advise on company financial policy.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards, although entry is most common with a relevant degree or equivalent qualification. Professional qualifications are available and are required for certain posts.

#### TASKS

- participates in the formulation of strategic and long-term business plans, assesses the implications for the organisation financial mechanisms and oversees their implementation;
- plans external and internal audit programmes, arranges for the collection and analysis of accounting, budgetary and related information, and manages the company's financial systems;
- determines staffing levels appropriate for accounting activities;
- assesses and advises on factors affecting business performance.

#### RELATED JOB TITLES

Investment banker  
Treasury manager

### 1132 MARKETING AND SALES DIRECTORS

Marketing and sales directors plan, organise and direct market research and formulate and implement an organisation's marketing and sales policies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is generally via career progression from related occupations (e.g. Marketing Manager, Sales Manager). Entrants to the professional qualifications of the Chartered Institute of Marketing require GCSEs/S grades, A levels/H grades, a BTEC/SQA award, a degree or equivalent qualification and/or relevant experience.

#### TASKS

- liaises with other senior staff to determine the range of goods or services to be sold;
- discusses employer's or clients' requirements, plans and monitors surveys and analyses of customers' reactions to products;
- examines and analyses sales figures, advises on and monitors marketing campaigns and promotional activities;
- controls the recruitment and training of staff;
- produces and/or assesses reports and recommendations concerning marketing and sales strategies.

#### RELATED JOB TITLES

Marketing director  
Sales director

### 1133 PURCHASING MANAGERS AND DIRECTORS

Purchasing managers and directors (not retail) plan, organise, direct and co-ordinate the purchasing functions of industrial, commercial, government organisations and public agencies to ensure cost-effectiveness.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Although not restricted to a particular qualification, entry is most common with A levels/H grades, a BTEC/SQA award, S/NVQs at level 3 or above, or a degree or equivalent qualification. Off- and on-the-job training is provided and professional qualifications are available. Chartered status may also be achieved.

#### TASKS

- determines what goods, services and equipment need to be sourced;
- devises purchasing policies, decides on whether orders should be put out to tender and evaluates suppliers' bids;
- negotiates prices and contracts with suppliers and draws up contract documents;
- arranges for quality checks of incoming goods and ensures suppliers deliver on time;
- interviews suppliers' representatives and visits trade fairs;
- researches and identifies new products and suppliers;
- stays abreast of and ensures adherence to relevant legislation regarding tendering and procurement procedures.

#### RELATED JOB TITLES

Bid manager  
Purchasing manager

### 1134 ADVERTISING AND PUBLIC RELATIONS DIRECTORS

Advertising and public relations directors plan, organise, direct and co-ordinate the advertising, public relations and public information activities of an organisation.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is generally via career progression from related occupations (e.g. Advertising Accounts Manager, Public Relations Officer) and although there are no pre-set entry standards, in practice most advertising and public relations directors hold a degree. Off- and on-the-job training is provided.

#### TASKS

- liaises with client to discuss product/service to be marketed and develops the most appropriate strategy to deliver the objectives;
- defines target group and implements strategy through appropriate media planning work;
- conceives advertising campaign to impart the desired product image in an effective and economical way;
- reviews and revises campaign strategy in light of sales figures, surveys, etc. and takes appropriate corrective measures if necessary;
- stays abreast of changes in media, readership or viewing figures and advertising rates;
- directs the arranging of conferences, exhibitions, seminars, etc. to promote the image of a product, service or organisation.

#### RELATED JOB TITLES

Account director (*advertising*)  
Head of public relations

### 1135 HUMAN RESOURCE MANAGERS AND DIRECTORS

Human resource managers and directors plan, organise and direct the personnel, training and industrial relations policies of organisations, advise on resource allocation and utilisation problems, measure the effectiveness of an organisation's systems, methods and procedures and advise on, plan and implement procedures to improve utilisation of labour, equipment and materials.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards, although entry is most common with a degree or equivalent qualification. Off- and on-the-job training is provided and professional qualifications are available. NVQs/SVQs in relevant subjects are available at levels 3, 4 and 5.

#### TASKS

- determines staffing needs;
- oversees the preparation of job descriptions, drafts advertisements and interviews candidates;
- oversees the monitoring of employee performance and career development needs;

- provides or arranges for provision of training courses;
- undertakes industrial relations negotiations with employees' representatives or trades unions;
- develops and administers salary, health and safety and promotion policies;
- examines and reports on company and departmental structures, chains of command, information flows, etc. and evaluates efficiency of existing operations;
- considers alternative work procedures to improve productivity;
- stays abreast of relevant legislation, considers its impact on the organisation's HR strategy and recommends appropriate action.

### RELATED JOB TITLES

Human resources manager  
Personnel manager  
Recruitment manager

### 1136 INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS DIRECTORS

Job holders in this unit group plan, organise, direct and co-ordinate the work and resources necessary to provide and operate information technology and telecommunications services within an organisation.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry requirements although candidates usually possess a degree or equivalent qualification together with substantial, relevant work experience. A variety of professional and postgraduate qualifications is available.

### TASKS

- develops in consultation with other senior management the IT/telecommunications strategy of the organisation;
- directs the implementation within the organisation of IT/telecommunications strategy, infrastructure, procurement, procedures and standards;
- develops the periodic business plan and operational budget for IT/telecommunications to deliver agreed service levels;
- considers the required IT/telecommunications staffing levels, oversees recruitment and appointment of staff and directs training policy;

- prioritises and schedules major IT/telecommunications projects;
- ensures that new technologies are researched and evaluated in the light of the organisation's broad requirements.

### RELATED JOB TITLES

IT Director  
Technical director (*computer services*)  
Telecommunications director

### 1139 FUNCTIONAL MANAGERS AND DIRECTORS N.E.C.

Functional managers and directors in this unit group perform a variety of senior management tasks in respect of other specialist functions or fields of activity in organisations not elsewhere classified in MINOR GROUP 113: Functional Managers and Directors.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry standards will vary according to the specific function and requirements of the organisation concerned, as will options for training off- and on-the-job.

### TASKS

- helps to formulate and implement local government policy and ensures legal and statutory provisions are observed;
- organises local authority office work and resources, negotiates contracted out services;
- plans, organises, coordinates and directs the resources of a special interest organisation;
- formulates and directs the implementation of an organisation's policies;
- represents union, association or charity in consultation and negotiation with government, employees and other bodies;
- stimulates public interest by providing publicity, giving lectures and interviews and organising appeals;
- directs or undertakes the preparation, publication and dissemination of reports and other information pertaining to the organisation.

### RELATED JOB TITLES

Manager (charitable organisation)  
Research director

## MINOR GROUP 115 FINANCIAL INSTITUTION MANAGERS AND DIRECTORS

Job holders in this minor group organise, co-ordinate and direct the operations of banks, building societies, post offices, insurance companies and other financial institutions.

Occupations in this minor group are classified into the following unit group:

### 1150 FINANCIAL INSTITUTION MANAGERS AND DIRECTORS

#### 1150 FINANCIAL INSTITUTION MANAGERS AND DIRECTORS

Financial institution managers and directors plan, organise, direct and co-ordinate the activities and resources of banks, building societies, insurance companies and post offices.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with A levels/H grades, S/NVQ levels 4 and 5, a degree or equivalent qualification. Those with higher qualifications obtain accelerated training. Internal promotion to management is also possible. On-the-job training is provided. Professional qualifications are available and often mandatory.

#### TASKS

- plans, organises, directs and co-ordinates the activities of financial institutions;

- verifies that accounting, recording and information storage and retrieval procedures are adhered to;
- authorises loans and mortgages in accordance with bank or building society policy;
- promotes financial services, establishes contact with the local business community and professional firms;
- preparing general reports and briefs on more complex cases for senior management;
- ensures compliance with the statutory regulatory framework.

#### RELATED JOB TITLES

Bank manager  
Insurance manager

## MINOR GROUP 116

### MANAGERS AND DIRECTORS IN TRANSPORT AND LOGISTICS

Managers and directors in transport and logistics plan, organise, direct and co-ordinate the activities and resources necessary for the efficient and convenient transportation of passengers or freight, and the loading, unloading, storage and distribution of goods and materials.

Occupations in this minor group are classified into the following unit groups:

#### **1161 MANAGERS AND DIRECTORS IN TRANSPORT AND DISTRIBUTION**

#### **1162 MANAGERS AND DIRECTORS IN STORAGE AND WAREHOUSING**

#### **1161 MANAGERS AND DIRECTORS IN TRANSPORT AND DISTRIBUTION**

Managers and directors in transport and distribution plan, organise, direct and co-ordinate the activities and resources necessary for the safe, efficient and economic movement of passengers and freight by road, rail, sea and air transport.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Candidates are recruited with a variety of academic qualifications and/or with relevant experience. Entrants to management trainee schemes in logistics offered by larger companies will require GCSEs/S grades, A levels/H grades, a degree or other equivalent qualifications. Off- and on-the-job training is provided. Professional qualifications are available. Legislation of the European Union requires all transport managers to hold a Certificate of Professional Competence (CPC). NVQs/SVQs in a number of relevant areas including supply chain and operations management are available at Levels 2, 3, 4 and 5.

#### **TASKS**

- plans the optimum utilisation of staff and operating equipment, and co-ordinates maintenance activities to ensure least possible disruption to services;
- examines traffic reports, load patterns, traffic receipts and other data and revises transport services or freight rates accordingly;
- directs the movement, handling and storage of freight in transit, and reviews space utilisation, staffing and distribution expenditure to determine future distribution policies;
- ensures that regulations regarding hours of work, the licensing of crews and transport equipment, the operational safety and efficiency of equipment, the insurance of vehicles and other statutory regulations are complied with;
- ensures that harbour channels and berths are maintained and liaises with ship owners, crew, customs officials, dock

and harbour staff to arrange entry, berthing and servicing of ships;

- supervises day-to-day activities in a railway station;
- arranges for maintenance of airport runways and buildings, liaises with fuel and catering crews to ensure adequate supplies and resolves any complaints and problems raised by airport users.

#### **RELATED JOB TITLES**

Fleet manager  
Transport manager

#### **1162 MANAGERS AND DIRECTORS IN STORAGE AND WAREHOUSING**

Managers and directors in storage and warehousing plan, organise, direct and co-ordinate the activities and resources necessary for the safe and efficient receipt, storage and warehousing of goods and for the maintenance of stocks at an optimal level.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Candidates are recruited with a variety of academic qualifications and/or with relevant experience. Entrants to management trainee schemes offered by larger companies will require GCSEs/S grades, A levels/H grades, a degree or other equivalent qualifications. Off- and on-the-job training is provided. Professional and vocational qualifications covering a number of areas including supply chain and operations management are available at NVQ/SVQ Levels 2, 3, 4 and 5.

#### **TASKS**

- liaises with production, maintenance, sales and other departments to determine the materials and other items required for current and future production schedules and sales commitments;

- reviews, develops and implements stock control, handling and distribution policies to maximise use of space, money, labour and other resources;
- advises purchasing department on type, quality and quantity of goods required and dates by which they must be available;
- prepares reports on expenditure and advises on materials and parts standardisation, future stores and stock control policies;
- decides on storage conditions for particular items, allocates warehouse space and arranges for regular stock inspections to detect deterioration or damage.

#### **RELATED JOB TITLES**

Logistics manager  
Warehouse manager

## MINOR GROUP 117

### SENIOR OFFICERS IN PROTECTIVE SERVICES

Senior officers in protective services direct the operations of police stations, fire stations and prisons; supervise customs, excise and immigration staff and oversee inspections of goods and persons entering or leaving the country; and serve as commissioned officers in Her Majesty's armed forces and in foreign and Commonwealth armed forces.

Occupations in this minor group are classified into the following unit groups:

#### **1171 OFFICERS IN ARMED FORCES**

#### **1172 SENIOR POLICE OFFICERS**

#### **1173 SENIOR OFFICERS IN FIRE, AMBULANCE, PRISON AND RELATED SERVICES**

#### **1171 OFFICERS IN ARMED FORCES**

Officers in armed forces serve as commissioned officers in Her Majesty's armed forces, foreign and Commonwealth armed forces; plan, direct, organise and administer military operations; and perform duties for which there is no civilian equivalent.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry to a commission in the UK armed forces is possible with GCSEs/S grades and A levels/H grades, or with higher academic qualifications, or by promotion from NCO or other rank. Each arm of the forces has different age restrictions. Candidates must pass a medical examination and interview.

#### **TASKS**

- advises and provides information on military aspects of defence policy;
- plans, directs and co-ordinates military training and manoeuvres;
- supervises the operation of military units and monitors the activities of junior officers, NCOs and other ranks;
- plans, directs and administers aid to civilian authorities as requested or when faced with civil disorder, natural disaster or other emergency.

#### **RELATED JOB TITLES**

Army officer  
Flight-lieutenant  
Squadron-leader

#### **1172 SENIOR POLICE OFFICERS**

Senior police officers plan, organise, direct and co-ordinate the resources and activities of a specific geographical or functional area of generalised or specialised police work. Senior officers of the British Transport Police direct the specialised police service for the railway network across Britain.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Promotion to the rank of inspector can be by qualifying examination. There are no qualifying examinations to ranks above inspector; promotion is by selection only. There are accelerated promotion schemes available. All police forces have age restrictions and medical requirements.

#### **TASKS**

- liaises with senior officers to determine staff, financial and other short- and long-term needs;
- plans, directs and co-ordinates general policing for an area or functional unit;
- directs and monitors the work of subordinate officers;
- establishes contacts and sources of information concerning crimes planned or committed;
- directs and co-ordinates the operation of record keeping systems and the preparation of reports.

#### **RELATED JOB TITLES**

Chief superintendent (*police service*)  
Detective inspector  
Police inspector

#### **1173 SENIOR OFFICERS IN FIRE, AMBULANCE, PRISON AND RELATED SERVICES**

Fire officers plan, organise, direct and co-ordinate the activities and resources of a specific physical or functional area of a statutory or private fire brigade/service and the resources necessary for the protection of property at fires within a salvage corps area. Ambulance officers plan, organise, direct and co-ordinate the resources necessary for the provision of ambulance services. Prison officers (principal officer and above) plan, organise, direct, and co-ordinate the activities and resources necessary for the running of a prison, remand or detention centre. Customs officers plan and direct the work of customs,



excise and immigration staff in the monitoring and inspection of goods and persons crossing national borders.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

The position of senior fire officer is achieved by internal promotion. Entry to senior positions within the prison service and revenue and customs is either by internal promotion or by open competition; both organisations operate accelerated promotion schemes available to internal and external applicants. Entry to the prison service is subject to age restrictions, and both the prison service and revenue and customs impose nationality conditions. Entry to senior positions within the ambulance service is largely by internal promotion from supervisory roles.

### TASKS

- liaises with other senior officials and/or government departments to determine staffing, financial and other short- and long-term needs;
- prepares reports for insurance companies, the Home Office, Scottish Home and Health Department, and other bodies as necessary;
- advises on the recruitment, training and monitoring of staff;
- fire officers plan, direct and co-ordinate an operational plan for one or more fire stations, attend fires and other emergencies to minimise danger to property and people, arrange for the salvaging of goods, immediate temporary repairs and security measures for fire damaged premises as necessary;
- ambulance officers plan, organise, direct and co-ordinate the activities of ambulance personnel and control room assistants, for the provision of ambulance services for emergency and non-emergency cases;
- prison officers interview prisoners on arrival and discharge/ departure, receive reports on disciplinary problems and decide on appropriate action, make periodic checks on internal and external security, and provide care and support to prisoners in custody;
- revenue and customs, excise and immigration officers advise on the interpretation of regulations concerning taxes, duties and immigration requirements and enforce these regulations through monitoring of premises, examining goods entering the country to ensure correct duty is paid and establishing that passengers have the necessary authorisation for crossing national borders.

### RELATED JOB TITLES

Fire service officer (*government*)  
 Prison governor  
 Station officer (*ambulance service*)

## MINOR GROUP 118 HEALTH AND SOCIAL SERVICES MANAGERS AND DIRECTORS

Managers and directors in health and social services plan, organise, direct and co-ordinate the activities and resources necessary for the efficient provision of primary and secondary health care services, social and other welfare services.

Occupations in this minor group are classified into the following unit groups:

- 1181 HEALTH SERVICES AND PUBLIC HEALTH MANAGERS AND DIRECTORS**
- 1184 SOCIAL SERVICES MANAGERS AND DIRECTORS**

### 1181 HEALTH SERVICES AND PUBLIC HEALTH MANAGERS AND DIRECTORS

Managers and directors in this unit group plan, organise, direct and co-ordinate the resources and activities of health care providers and purchasers at both district and unit levels.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require a degree or equivalent qualification, a professional qualification and/or relevant experience. Off- and on-the-job training is provided through management training schemes. The nature of schemes varies between regions and occupational areas.

#### TASKS

- implements policies of the board, ensures statutory procedures are followed, with particular emphasis on patient safety and the management of risk;
- liaises with health care professionals to determine short and long-term needs and how to meet these objectives within budgetary constraints;
- oversees the day-to-day management of the unit or service and provides leadership to staff;
- uses statistical information to monitor performance and assist with planning;
- negotiates and manages contracts with providers and purchasers of health care services;
- manages staff, including recruitment, appraisal and development;
- monitors and reports upon the effectiveness of services with a view to improving the efficiency of health care provision;

- coordinates the promotion of public health and wellbeing in the actions and policies of public agencies and their social partners;
- monitors and reports upon the state of public health and wellbeing.

#### RELATED JOB TITLES

Director of nursing  
Health Service manager  
Information manager (*health authority: hospital service*)

### 1184 SOCIAL SERVICES MANAGERS AND DIRECTORS

Social services managers and directors plan, organise, direct and co-ordinate the resources necessary to protect the welfare of certain groups within local authorities including children and young people, families under stress, people with disabilities, elderly people and people needing help as a result of illness.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is usually through internal promotion for those with the appropriate professional qualifications and relevant experience. Post-qualifying professional qualifications and in-service training are available.

#### TASKS

- provides leadership and management to ensure services are delivered in accordance with statutory requirements and in line with the local authority social services department's policies and procedures;
- determines staffing, financial, material and other short and long-term needs;

- plans work schedules, assigns tasks and delegates responsibilities of social services staff;
- monitors and evaluates departmental performance with a view to improving social service provision;
- studies and advises upon changes in legislation that will impact upon social service provision;
- liaises with representatives of other relevant agencies.

**RELATED JOB TITLES**

Care manager (*local government: social services*)

Service manager (*welfare services*)

## MINOR GROUP 119 MANAGERS AND DIRECTORS IN RETAIL AND WHOLESALE

Managers and directors in retail and wholesale plan, organise, direct and co-ordinate the activities necessary for the sale of wholesale and retail goods to customers.

Occupations in this minor group are classified into the following unit group:

### 1190 MANAGERS AND DIRECTORS IN RETAIL AND WHOLESALE

#### 1190 MANAGERS AND DIRECTORS IN RETAIL AND WHOLESALE

Retail and wholesale managers and directors plan, organise, direct and co-ordinate the operations of major retail and wholesale establishments in order to maximise business performance and meet financial goals.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry requirements vary from company to company. Entrants may possess GCSEs/S grades, A levels/H grades, GNVQs/GSVQs, a BTEC/SQA award, a degree or equivalent qualification. Entry is also possible through promotion after gaining sufficient experience. NVQs/SVQs in Retail Operations are available at Level 4.

#### TASKS

- appoints staff, assigns tasks and monitors and reviews staff performance;

- liaises with other staff to provide information about merchandise, special promotions etc. to customers;
- ensures that adequate reserves of merchandise are held and that stock keeping is carried out efficiently;
- ensures customer complaints and queries regarding sales and service are appropriately handled;
- oversees the maintenance of financial and other records and controls security arrangements for the premises;
- authorises payment for supplies received and decides on vending price, discount rates and credit terms;
- examines quality of merchandise and ensures that effective use is made of advertising and display facilities.

#### RELATED JOB TITLES

Managing director (*retail trade*)  
Retail manager  
Shop manager (charitable organisation)  
Wholesale manager

## SUB-MAJOR GROUP 12

### OTHER MANAGERS AND PROPRIETORS

Job holders in this sub-major group, either as employees or proprietors, manage agriculture related services; manage and co-ordinate the operations of health service general practices, residential and day care establishments and domiciliary care services; co-ordinate and direct the activities of businesses such as restaurants, hotels, entertainment establishments, sports and leisure facilities, travel and property agencies, independent shops, garages, waste disposal and environmental services, hairdressing establishments, and agencies providing services outsourced by other organisations.

#### MINOR GROUP 121

#### MANAGERS AND PROPRIETORS IN AGRICULTURE RELATED SERVICES

Jobholders in this minor group plan, organise, direct, and control the activities and resources of agricultural, forestry, fishing and similar establishments and services.

Occupations in this minor group are classified into the following unit group:

- 1211 MANAGERS AND PROPRIETORS IN AGRICULTURE AND HORTICULTURE**
- 1213 MANAGERS AND PROPRIETORS IN FORESTRY, FISHING AND RELATED SERVICES**

#### **1211 MANAGERS AND PROPRIETORS IN AGRICULTURE AND HORTICULTURE**

Managers and proprietors in this unit group plan, organise and co-ordinate the activities and resources of farming establishments cultivating arable crops, fruits, trees and shrubs, and/or raising cattle, sheep, pigs and poultry. Managers and proprietors in horticulture oversee the production of plants for wholesale and/or retail.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Whilst no formal academic qualifications are required by proprietors in this area, most farm and horticultural managers have a vocational agricultural qualification (such as a BTEC/SQA award) and prior practical farming experience. Many farm and horticultural management jobs require a degree or equivalent qualification in a relevant subject. A small number of large farm and farm consultancy companies run graduate management training schemes. NVQs/SVQs in Agriculture are available at Level 4.

#### **TASKS**

- determines financial, staffing and other short and long-term needs;
- produces and maintains records of production, finance and breeding;
- decides or advises on the types of crops and/or produce to be grown or livestock raised;

- plans intensity and sequence of farm or horticultural operations and orders seed, fertiliser, equipment and other supplies;
- markets and arranges for the sale of crops, livestock and other farm or horticultural produce.

#### **RELATED JOB TITLES**

Farm manager  
Farm owner  
Nursery manager (*horticulture*)

#### **1213 MANAGERS AND PROPRIETORS IN FORESTRY, FISHING AND RELATED SERVICES**

Managers and proprietors in this unit group plan, organise and co-ordinate the activities and resources of forestry, fishing, animal husbandry and related operations and establishments.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Whilst no formal qualifications are required for proprietors in this area, forestry managers usually require a degree or equivalent qualification in forestry and prior relevant work experience. BTEC qualifications in fish farm management are available. Skippers of offshore fishing vessels require prior work experience and must undertake basic safety training by the Maritime and Coastguard Agency. Apprenticeships are available in some areas. Minimum age limits may apply in some areas of employment.

## 1

**TASKS**

- determines financial, staffing and other short- and long-term needs;
- manages and trains staff;
- decides, or advises on, type of animal to be bred and/or trained, and selects, buys and trains animals accordingly;
- plans and directs the establishment and maintenance of forest /woodland areas and regularly inspects forest work;
- liaises with neighbouring landowners, contractors and local authorities;
- oversees facilities such as visitor centres, nature trails, footpaths, etc.;
- selects suitable breeding grounds for shellfish, sea and freshwater fish and purchases stock;
- arranges rearing and feeding and ensures health of fish stocks;
- oversees maintenance of equipment and fish habitats;
- plans fishing voyages, maintains vessel/s and equipment and oversees operational safety;
- arranges for sale of catch, liaises with onshore agents;
- ensures observance of maritime laws and international fishing regulations.

**RELATED JOB TITLES**

Cattery owner  
 Forest manager  
 Racehorse trainer

## MINOR GROUP 122

### MANAGERS AND PROPRIETORS IN HOSPITALITY AND LEISURE SERVICES

Workers in this minor group plan, organise, direct and co-ordinate (usually with the help of other managers) the activities and resources of hotels, public houses and similar establishments, restaurants, recreation and entertainment establishments, leisure and sports facilities and travel agencies.

Occupations in this minor group are classified into the following unit groups:

- 1221 HOTEL AND ACCOMMODATION MANAGERS AND PROPRIETORS**
- 1223 RESTAURANT AND CATERING ESTABLISHMENT MANAGERS AND PROPRIETORS**
- 1224 PUBLICANS AND MANAGERS OF LICENSED PREMISES**
- 1225 LEISURE AND SPORTS MANAGERS**
- 1226 TRAVEL AGENCY MANAGERS AND PROPRIETORS**

#### **1221 HOTEL AND ACCOMMODATION MANAGERS AND PROPRIETORS**

Job holders in this unit group plan, organise, direct and co-ordinate the activities and resources of hotels, hostels, lodging homes, holiday camps, holiday flats and chalets, and organise the domestic, catering, and entertainment facilities on passenger ships.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible with a variety of academic qualifications and/or relevant experience. Candidates for these usually require a BTEC/SQA award, a degree or equivalent qualification, or a professional qualification. Off- and on-the-job training is provided and large hotel chains normally offer management trainee schemes. NVQs/SVQs in management for hospitality, leisure and tourism are available at Levels 3 and 4.

#### **TASKS**

- analyses demand and decides on type, standard and cost of services to be offered;
- determines financial, staffing, material and other short- and long-term needs;
- ensures physical comfort of residents or passengers and makes special arrangements for children, the elderly and the infirm if required;
- approves and arranges shipboard entertainment and shore trips and liaises with ship's agent to ensure that ship is adequately provisioned;
- arranges for payment of bills, keeps accounts and ensures adherence to licensing and other statutory regulations.

#### **RELATED JOB TITLES**

Caravan park owner  
Hotel manager  
Landlady (*boarding, guest, lodging house*)

#### **1223 RESTAURANT AND CATERING ESTABLISHMENT MANAGERS AND PROPRIETORS**

Restaurant and catering establishment managers and proprietors plan, direct and co-ordinate the catering services of restaurants, hotels and large-scale catering services within other organisations.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible with a variety of academic qualifications and/or relevant experience. Larger restaurants and catering chains offer managerial trainee schemes, entry to which may be based on a variety of qualifications and/or relevant experience. Off- and on-the-job training is provided. Various vocational qualifications are available at Levels 2 to 4.

#### **TASKS**

- plans catering services and directs staff;
- decides on range and quality of meals and beverages to be provided;
- discusses customer's requirements for special occasions;
- purchases or directs the purchasing of supplies and arranges for preparation of accounts;
- verifies that quality of food, beverages and waiting service is as required, that kitchen and dining areas are kept clean and

appropriate hygiene standards are maintained in compliance with statutory requirements;

- plans and arranges food preparation in collaboration with other staff and organises the provision of waiting or counter staff;
- checks that supplies are properly used and accounted for to prevent wastage and loss and to keep within budget limit;
- determines staffing, financial, material and other short- and long-term requirements;

### RELATED JOB TITLES

Café owner  
Fish & chip shopkeeper  
Operations manager (*catering*)  
Restaurant manager  
Shop manager (*take-away food shop*)

### 1224 PUBLICANS AND MANAGERS OF LICENSED PREMISES

Publicans and managers of licensed premises organise, direct and co-ordinate the activities and resources of public houses (non-residential and residential) and bar and catering facilities at non-residential clubs.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal academic qualifications are required. Relevant experience is advantageous and candidates must be over 18 years of age and complete the personal licence holders' qualification. Larger chains offer accelerated promotion for holders of degrees or equivalent qualifications. Off- and on-the-job training is provided. NVQs/SVQs relevant to licensed premises management are available at Levels 2 to 4.

### TASKS

- arranges purchase of alcoholic and other beverages, bar snacks, cigarettes and other items and ensures that stocks are stored in proper conditions;
- supervises bar, kitchen and cleaning staff and, if necessary, assists with the serving of drinks;
- observes licensing laws and other statutory regulations and regulates behaviour of customers as necessary;
- maintains financial records for the establishment; determines financial, staffing, material and other short- and long-term needs.

### RELATED JOB TITLES

Landlady (*public house*)  
Licensee  
Manager (*wine bar*)  
Publican

### 1225 LEISURE AND SPORTS MANAGERS

Leisure and sports managers organise, direct and co-ordinate the activities and resources required for the provision of sporting, artistic, theatrical and other recreational and amenity services.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Both graduate and non-graduate entry is possible. Off- and on-the-job training is provided. NVQs/SVQs in relevant areas are available at Levels 3 and 4. Professional qualifications may also be required for some posts.

### TASKS

- organises timetable of activities/schedule of programmes;
- ensures that facilities are kept clean and in good condition and that appropriate health and safety requirements are adhered to;
- keeps abreast of new trends and developments in recreational activities and arranges exhibitions, theatrical productions, concerts, demonstrations etc.;
- advises on the facilities available and promotes publicity in relation to shows, games, races, new theme parks, etc.;
- determines financial, staffing, material and other short- and long-term needs;
- recruits, supervises and trains staff;
- ensures custody of all cash receipts and organises regular stock checks.

### RELATED JOB TITLES

Amusement arcade owner  
Leisure centre manager  
Social club manager  
Theatre manager

### 1226 TRAVEL AGENCY MANAGERS AND PROPRIETORS

Travel agency managers and proprietors plan, organise, direct and co-ordinate the resources and activities of travel agencies and booking offices.



## **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is most common with GCSEs/S grades but is possible with other academic qualifications and/or relevant experience. Off- and on-the-job training is available. BTEC/SQA awards and NVQs/SVQs at Level 3 are available.

## **TASKS**

- plans work schedules and assigns tasks and responsibilities;
- co-ordinates the activities of clerical, secretarial and other staff;
- discusses client's requirements and advises on road, rail, air and sea travel and accommodation;

- makes and confirms travel and accommodation bookings, arranges group holidays, tours and individual itineraries;
- advises on currency and passport/visa regulations and any necessary health precautions needed;
- determines financial, staffing, material and other short- and long-term needs.

## **RELATED JOB TITLES**

Tourist information manager  
Travel agency owner  
Travel manager

## MINOR GROUP 124 MANAGERS AND PROPRIETORS IN HEALTH AND CARE SERVICES

Job holders in this minor group manage and coordinate the work and resources of health care practices, residential and day care establishments and domiciliary care services.

Occupations in this minor group are classified into the following unit groups:

### **1241 HEALTH CARE PRACTICE MANAGERS**

### **1242 RESIDENTIAL, DAY AND DOMICILIARY CARE MANAGERS AND PROPRIETORS**

#### **1241 HEALTH CARE PRACTICE MANAGERS**

Healthcare practice managers plan, organise, direct and co-ordinate the work and resources of medical, dental and other types of healthcare practice, including veterinary practices.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no pre-set entry requirements. Candidates are recruited with a variety of academic qualifications or with relevant experience. Professional qualifications are available and are required for certain posts.

#### **TASKS**

- plans work schedules, assigns tasks and delegates responsibilities of practice staff;
- oversees staff training and monitors training needs;
- takes responsibility for health and safety matters within the practice;
- negotiates contracts for services with other health care providers and purchasers;
- maintains patient files on medical history, consultations made and treatment undertaken and/or drugs prescribed;
- organises duty rosters for professional and support staff in practice;
- takes responsibility for stock control of practice equipment, drugs etc.;
- liaises with relevant outside organisations (e.g. NHS trust, PCT, social services, drug companies, professional bodies);
- responsible for budgeting, pricing and accounting activities within the practice.

#### **RELATED JOB TITLES**

Clinic manager  
GP practice manager  
Veterinary practice manager

#### **1242 RESIDENTIAL, DAY AND DOMICILIARY CARE MANAGERS AND PROPRIETORS**

Managers and proprietors in this group plan, organise, direct and co-ordinate the resources necessary in the provision and running of residential and day care establishments and domiciliary care services for persons who require specialised care and/or supervision.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Although there are no pre-set academic entry requirements there are a variety of entry routes. However, entrants must be registered with the relevant statutory body and hold the appropriate qualification for the job they do. Off- and on-the-job training is provided and a range of qualifications is available including NVQs/SVQs in Health and Social Care at Levels 3 and 4. Background checks including a CRB check are required.

#### **TASKS**

- determines staffing, financial, material and other short- and long-term requirements;
- plans work schedules, assigns tasks and delegates responsibilities to staff;
- arranges for payment of bills, keeps accounts and adheres to health, safety and other statutory requirements;
- maintains contact between service users and the local community and/or family and friends;

- assesses service users' needs and ensures they have access to health and social care services as required;
- creates a friendly, secure atmosphere to gain the trust and confidence of those using the service;
- ensures that the physical comfort and all material needs of service users are provided and attempts to resolve problems that may arise.

#### **RELATED JOB TITLES**

Care manager  
Day centre manager  
Nursing home owner  
Residential manager (*residential home*)

## MINOR GROUP 125 MANAGERS AND PROPRIETORS IN OTHER SERVICES

Job holders in this minor group plan, co-ordinate and direct the activities and resources of property services, garages, hairdressers and other personal services, small shops and wholesale establishments, waste and recycling facilities, and other services not elsewhere classified in SUB-MAJOR GROUP 12: Other Managers and Proprietors.

Occupations in this minor group are classified into the following unit groups:

- 1251 PROPERTY, HOUSING AND ESTATE MANAGERS**
- 1252 GARAGE MANAGERS AND PROPRIETORS**
- 1253 HAIRDRESSING AND BEAUTY SALON MANAGERS AND PROPRIETORS**
- 1254 SHOPKEEPERS AND PROPRIETORS – WHOLESALE AND RETAIL**
- 1255 WASTE DISPOSAL AND ENVIRONMENTAL SERVICES MANAGERS**
- 1259 MANAGERS AND PROPRIETORS IN OTHER SERVICES NEC**

### 1251 PROPERTY, HOUSING AND ESTATE MANAGERS

Job holders within this unit group manage shopping centres, residential areas and private estates, and arrange for the sale, purchase, rental and leasing of property on behalf of clients and employers.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although entrants usually possess a BTEC/SQA award, a degree or equivalent qualification. Apprenticeships are available in some areas. Many employers expect the attainment of membership to a relevant professional body.

#### TASKS

- determines staffing, financial, material and other short- and long-term requirements;
- manages general upkeep, maintenance and security of the estate's amenities;
- makes sure that the amenities meet health and safety standards and legal requirements;
- advises on energy efficiency;
- discusses client's requirements and may advise client on the purchase of property and land for investment and other purposes;
- conducts or arranges for structural surveys of properties and undertakes any necessary valuations of property or agricultural land, and deals with grant and subsidy applications;
- negotiates land or property purchases and sales or leases and tenancy agreements and arranges legal formalities with solicitors, building societies and other parties;

- maintains or arranges for the maintenance of estate accounts and records and produces financial forecasts;
- acts as arbiter in disputes between landlord and tenant and ensures that both fulfil their legal obligations;
- examines and assesses housing applications, advises on rent levels, investigates complaints and liaises with tenants' association and social workers to resolve any family problems.

#### RELATED JOB TITLES

Estate manager  
Facilities manager  
Landlord (*property management*)  
Property manager

### 1252 GARAGE MANAGERS AND PROPRIETORS

Garage managers and proprietors plan, organise, direct and co-ordinate the day-to-day running of garages and specialist vehicle maintenance and repair establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry requirements, although some employers may require GCSEs/S grades or vocational qualifications such as Automotive NVQs/SVQs at level 3. Off- and on-the-job training is provided.

#### TASKS

- determines staffing, financial, material and other short- and long-term requirements;
- ensures that necessary spare parts, materials and equipment are available or obtainable at short notice;

- arranges for maintenance staff to perform necessary maintenance and repair work on vehicles or motorcycles;
- checks completed work for compliance with safety and other statutory regulations;
- maintains records of repair work to detect recurrent faults;
- provides information about garage merchandise for staff and customers;
- ensures the business accounts are maintained.

### RELATED JOB TITLES

Garage director

Garage owner

Manager (*repairing: motor vehicles*)

### 1253 HAIRDRESSING AND BEAUTY SALON MANAGERS AND PROPRIETORS

Job holders in this unit group plan, organise, direct and co-ordinate the activities and resources of hairdressing salons, beauty treatment and similar establishments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal qualifications are required for entry although entrants usually possess a BTEC/SQA award, an NVQ/SVQ in Hairdressing at Level 3, an apprenticeship and/or relevant experience.

### TASKS

- determines staffing, financial, material and other short- and long-term needs;
- controls the allocation, training and remuneration of staff;
- provides clients with information and advice on styles and treatments, and resolves any complaints or problems;
- ensures clients' records are maintained;
- undertakes and/or directs hair treatments and/or beauty therapy;
- checks and maintains any equipment, and ensures that all safety requirements are met;
- demonstrates, advises on and sells hair and/or beauty products;
- ensures financial accounts for the business are maintained.

### RELATED JOB TITLES

Hairdressing salon owner

Health and fitness manager

Manager (*beauty salon*)

### 1254 SHOPKEEPERS AND PROPRIETORS – WHOLESALE AND RETAIL

Shopkeepers and proprietors in this unit group co-ordinate, direct and undertake the activities in the running of small, independent retail and wholesale establishments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. A range of management and leadership courses in retail is available, in addition to NVQs/ SVQs in at Levels 2, 3 and 4.

### TASKS

- defines the market position for the business, decides what to sell, forecasts demand and develops the brand image of the business;
- determines staffing, financial, material and other short- and long-term requirements;
- oversees staff training, rotas and the allocation of work;
- provides information about merchandise to staff and customers and ensures customer complaints are appropriately dealt with;
- ensures that adequate reserves of merchandise are held and orders new stock as required;
- maintains financial and other shop records and controls security arrangements for the premises;
- authorises payment for supplies received and decides on vending price and credit terms;
- examines quality of merchandise and ensures that effective use is made of advertising and display facilities.

### RELATED JOB TITLES

Antiques dealer

Fashion retailer

Newsagent

Shopkeeper

### 1255 WASTE DISPOSAL AND ENVIRONMENTAL SERVICES MANAGERS

Waste disposal and environmental services managers plan, organise, direct and co-ordinate the operations and development of waste disposal and related environmental services facilities within private firms or public authorities.

## 1 TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications, including a degree or equivalent qualification in a related subject, and/or relevant experience. NVQ levels 3 and 4 and professional qualifications are available. Professional qualifications are available from the Chartered Institute of Wastes Management and may be mandatory in some operational management posts.

### TASKS

- determines staffing, financial, material and other short- and long-term requirements;
- manages and delegates tasks to staff and co-ordinates the maintenance and optimum utilisation of waste disposal and related equipment to provide an efficient service;
- monitors levels of waste disposal, recycling and related environmental services, compiles statistics and produces reports;
- liaises with members of the local community to educate and promote the concept of recycling and appropriate waste management;
- keeps up to date with new legislation and liaises with appropriate regulatory bodies to ensure compliance with legislation regarding waste disposal and environmental services;
- co-ordinates the resources and activities relating to the procurement, collection, storage, processing and sale of scrap metal and related products.

### RELATED JOB TITLES

Environmental manager (refuse disposal)  
 Manager (*local government: cleansing dept.*)  
 Recycling plant manager  
 Scrap metal dealer

## 1259 MANAGERS AND PROPRIETORS IN OTHER SERVICES NEC

Job holders in this unit group perform a variety of managerial tasks in other service industries not elsewhere classified in MINOR GROUP 125: Managers and Proprietors in Other Services.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry requirements vary according to the particular company and/or service. Some companies do not require candidates to have academic qualifications but others require a degree or equivalent qualification. Off- and on-the-job training may be provided.

### TASKS

- determines staffing, financial, material and other short- and long-term requirements;
- ensures that adequate reserves of merchandise are held and that stock keeping is carried out efficiently;
- authorises payment for supplies received and decides on vending price and credit terms;
- examines quality of merchandise and ensures that effective use is made of advertising and display facilities;
- manages agencies to provide services out-sourced by other organisations and businesses;
- ensures maintenance of appropriate service levels to meet the objectives of the business.

### RELATED JOB TITLES

Betting shop manager  
 Graphic design manager  
 Library manager  
 Plant hire manager  
 Production manager (entertainment)

# MAJOR GROUP 2

## PROFESSIONAL OCCUPATIONS

This major group covers occupations whose main tasks require a high level of knowledge and experience in the natural sciences, engineering, life sciences, social sciences, humanities and related fields. The main tasks consist of the practical application of an extensive body of theoretical knowledge, increasing the stock of knowledge by means of research and communicating such knowledge by teaching methods and other means.

Most occupations in this major group will require a degree or equivalent qualification, with some occupations requiring postgraduate qualifications and/or a formal period of experience-related training.

Occupations in this major group are classified into the following sub-major and minor groups:

### **21 SCIENCE, RESEARCH, ENGINEERING AND TECHNOLOGY PROFESSIONALS**

- 211 NATURAL AND SOCIAL SCIENCE PROFESSIONALS**
- 212 ENGINEERING PROFESSIONALS**
- 213 INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS PROFESSIONALS**
- 214 CONSERVATION AND ENVIRONMENT PROFESSIONALS**
- 215 RESEARCH AND DEVELOPMENT MANAGERS**

### **22 HEALTH PROFESSIONALS**

- 221 HEALTH PROFESSIONALS**
- 222 THERAPY PROFESSIONALS**
- 223 NURSING AND MIDWIFERY PROFESSIONALS**

### **23 TEACHING AND EDUCATIONAL PROFESSIONALS**

- 231 TEACHING AND EDUCATIONAL PROFESSIONALS**

### **24 BUSINESS, MEDIA AND PUBLIC SERVICE PROFESSIONALS**

- 241 LEGAL PROFESSIONALS**
- 242 BUSINESS, RESEARCH AND ADMINISTRATIVE PROFESSIONALS**
- 243 ARCHITECTS, TOWN PLANNERS AND SURVEYORS**
- 244 WELFARE PROFESSIONALS**
- 245 LIBRARIANS AND RELATED PROFESSIONALS**
- 246 QUALITY AND REGULATORY PROFESSIONALS**
- 247 MEDIA PROFESSIONALS**

## SUB-MAJOR GROUP 21

# SCIENCE, RESEARCH, ENGINEERING AND TECHNOLOGY PROFESSIONALS

2

Professionals in this sub-major group undertake research and consultancy activities within the physical and social sciences and in the humanities; technically supervise the development, installation and maintenance of mechanical, chemical, structural and electrical systems; advise upon and direct the technical aspects of production programmes; provide consultancy and development services in the provision and utilisation of information technology and telecommunications; direct and advise upon the conservation and protection of the environment; and direct and advise upon the research and development operations of an organisation.

### MINOR GROUP 211

#### NATURAL AND SOCIAL SCIENCE PROFESSIONALS

Natural and social science professionals are involved in planning, directing and undertaking research across all of the natural sciences and in the social sciences which encompasses the humanities.

Occupations in this minor group are classified into the following unit groups:

- 2111 CHEMICAL SCIENTISTS**
- 2112 BIOLOGICAL SCIENTISTS AND BIOCHEMISTS**
- 2113 PHYSICAL SCIENTISTS**
- 2114 SOCIAL AND HUMANITIES SCIENTISTS**
- 2119 NATURAL AND SOCIAL SCIENCE PROFESSIONALS N.E.C.**

#### 2111 CHEMICAL SCIENTISTS

Chemical scientists analyse and research physical aspects of chemical structure and change within substances and develop chemical techniques used in the manufacture or modification of natural substances and processed products.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree. Entry may also be possible with an appropriate BTEC/SQA award, an Advanced GNVQ/GSVQ Level III, or other academic qualifications. Further specialist training is provided on the job. Some employers may expect entrants to gain professional qualifications.

#### TASKS

- develops experimental procedures, instruments and recording and testing systems;
- conducts experiments to identify chemical composition, energy and chemical changes in natural substances and processed materials;
- analyses results and experimental data;
- tests techniques and processes for reliability under a variety of conditions;

- develops procedures for quality control of manufactured products.

#### RELATED JOB TITLES

Analytical chemist  
Chemist  
Development chemist  
Industrial chemist  
Research chemist

#### 2112 BIOLOGICAL SCIENTISTS AND BIOCHEMISTS

Biological scientists and biochemists examine and investigate the morphology, structure, chemistry and physical characteristics of living organisms, including their inter-relationships, environments and diseases.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree. Entry may also be possible with an appropriate BTEC/SQA award, an Advanced GNVQ/GSVQ Level III, or other academic qualifications. Further specialist training is provided on the job. Some employers may expect entrants to gain professional qualifications.



**TASKS**

- studies the physical and chemical form, structure, composition and function of living organisms;
- identifies and studies the chemical substances, including microbial infections, involved in physiological processes and the progress of disease;
- performs tests to study physiological and pathological characteristics within cells and other organisms;
- researches the effects of internal and external environmental factors on the life processes and other functions of living organisms;
- observes the structure of communities of organisms in the laboratory and in their natural environment;
- advises farmers, medical staff and others, on the nature of field crops, livestock and produce and on the treatment and prevention of disease;
- monitors the distribution, presence and behaviour of plants, animals and aquatic life, and performs other scientific tasks related to conservation not performed by jobholders in MINOR GROUP 214: Conservation and Environment Professionals.

**RELATED JOB TITLES**

Biomedical scientist  
Forensic scientist  
Horticulturist  
Microbiologist  
Pathologist

**2113 PHYSICAL SCIENTISTS**

Physical scientists study relationships between matter, energy and other physical phenomena, the nature, composition and structure of the Earth and other planetary bodies and forecast weather conditions and electrical, magnetic, seismic and thermal activity.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants usually possess a degree, although entry may also be possible with an appropriate BTEC/SQA award. Further specialist training is provided on the job. Higher degrees and professional qualifications are available.

**TASKS**

- conducts experiments and tests and uses mathematical models and theories to investigate the structure and

properties of matter, transformations and propagations of energy, the behaviour of particles and their interaction with various forms of energy;

- uses surveys, seismology and other methods to determine the earth's mantle, crust, rock structure and type, and to analyse and predict the occurrence of seismological activity;
- observes, records and collates data on atmospheric conditions from weather stations, satellites, and observation vessels to plot and forecast weather conditions;
- applies mathematical models and techniques to assist in the solution of scientific problems in industry and commerce and seeks out new applications of mathematical analysis.

**RELATED JOB TITLES**

Geologist  
Geophysicist  
Medical physicist  
Meteorologist  
Oceanographer  
Physicist  
Seismologist

**2114 SOCIAL AND HUMANITIES SCIENTISTS**

Social and humanities scientists study and analyse human behaviour and the origin, structure and characteristics of language; undertake research in areas such as sociology, economics, politics, archaeology, history, philosophy, literature, the arts; organise the collection of qualitative and quantitative information, and perform subsequent analyses.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is most common with a degree or equivalent qualification but is possible with other academic qualifications and/or relevant experience. Postgraduate qualifications may be required for some jobs.

**TASKS**

- studies society and the manner in which people behave and impact upon the world;
- undertakes research across the humanities that furthers understanding of human culture and creativity;
- traces the evolution of word and language forms, compares grammatical structures and analyses the relationships between ancient, parent and modern languages;

- identifies, compiles and analyses economic, demographic, legal, political, social and other data to address research objectives;
- administers questionnaires, carries out interviews, organises focus groups and implements other social research tools;
- undertakes analyses of data, presents results of research to sponsors, the media and other interested organisations;
- addresses conferences and publishes articles detailing the methodology and results of research undertaken.

### RELATED JOB TITLES

Anthropologist  
 Archaeologist  
 Criminologist  
 Epidemiologist  
 Geographer  
 Historian  
 Political scientist  
 Social scientist

### 2119 NATURAL AND SOCIAL SCIENCE PROFESSIONALS N.E.C.

Jobholders in this unit group perform a variety of scientific research and related activities not elsewhere classified in MINOR GROUP 211: Natural and Social Science Professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with a degree or equivalent qualification but is possible with other academic qualifications and/or relevant experience. On-the-job training and/or support for postgraduate study may be provided. Professional qualifications are available in some areas of activity.

### TASKS

- plans, directs and undertakes research into natural phenomena;
- provides technical advisory and consulting services;
- designs tests and experiments to address research objective and find solutions;
- applies models and techniques to medical, industrial, agricultural, military and similar applications;
- analyses results and writes up results of tests and experiments undertaken;
- presents results of scientific research to sponsors, addresses conferences and publishes articles outlining the methodology and results of research undertaken;
- designs and develops an appropriate research methodology in order to address the research objective;
- compiles and analyses quantitative and qualitative data, prepares reports and presents results to summarise main findings and conclusions;
- advises government, private organisations and special interest groups on policy issues;
- writes journal articles, books, and addresses conferences, seminars and the media to reveal research findings.

### RELATED JOB TITLES

Operational research scientist  
 Research associate (medical)  
 Research fellow (*university*)  
 Researcher (*university*)  
 Scientific officer  
 Scientist  
 Sports scientist  
 University researcher

## MINOR GROUP 212 ENGINEERING PROFESSIONALS

Engineering professionals plan, organise and technically supervise the construction, testing, installation and maintenance of mechanical, structural, chemical, electrical and electronic systems and equipment, advise and direct technical aspects of production programmes, and plan production schedules and work procedures to ensure efficiency and quality.

Occupations in this minor group are classified into the following unit groups:

- 2121 CIVIL ENGINEERS**
- 2122 MECHANICAL ENGINEERS**
- 2123 ELECTRICAL ENGINEERS**
- 2124 ELECTRONICS ENGINEERS**
- 2126 DESIGN AND DEVELOPMENT ENGINEERS**
- 2127 PRODUCTION AND PROCESS ENGINEERS**
- 2129 ENGINEERING PROFESSIONALS N.E.C.**

### 2121 CIVIL ENGINEERS

Civil engineers undertake research and design, direct construction and manage the operation and maintenance of civil and mining engineering structures.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Civil engineers usually possess an accredited three or four-year degree in civil engineering or engineering science or an accredited Higher National Diploma or Certificate. The status of 'incorporated engineer' is obtained upon the completion of further training at work and associate membership of a chartered engineering institution. The status of 'chartered engineer' is achieved through the completion of postgraduate training and full membership of a chartered engineering institution.

#### TASKS

- undertakes research and advises on soil mechanics, concrete technology, hydraulics, water and waste water treatment processes and other civil engineering matters;
- determines and specifies construction methods, materials, quality and safety standards and ensures that equipment operation and maintenance comply with design specifications;
- designs foundations and earthworks;
- designs structures such as roads, dams, bridges, railways, hydraulic systems, sewerage systems, industrial and other buildings and plans the layout of tunnels, wells and construction shafts;
- organises and plans projects, arranges work schedules, carries out inspection work and plans maintenance control;

- organises and establishes control systems to monitor operational efficiency and performance of materials and systems.

#### RELATED JOB TITLES

Building engineer  
Civil engineer (professional)  
Highways engineer  
Petroleum engineer  
Public health engineer  
Site engineer  
Structural engineer

### 2122 MECHANICAL ENGINEERS

Mechanical engineers undertake research and design, direct the manufacture and manage the operation and maintenance of engines, machines, aircraft, vehicle and ships' structures, building services and other mechanical items.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Mechanical engineers usually possess an accredited university degree. After qualifying, periods of appropriate training and experience are required before membership of a chartered engineering institution is attainable. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an apprenticeship leading to an NVQ/SVQ at Level 4, followed by periods of training and relevant experience.

#### TASKS

- undertakes research and advises on energy use, materials handling, thermodynamic processes, fluid mechanics, vehicles and environmental controls;

- determines materials, equipment, piping, capacities, layout of plant or system and specification for manufacture;
- designs mechanical equipment, such as steam, internal combustion and other non-electrical motors for railway locomotives, road vehicles, aeroplanes and other machinery;
- ensures that equipment, operation and maintenance comply with design specifications and safety standards;
- organises and establishes control systems to monitor operational efficiency and performance of materials and systems.

### RELATED JOB TITLES

Aeronautical engineer (professional)  
 Aerospace engineer  
 Automotive engineer (professional)  
 Marine engineer (professional)  
 Mechanical engineer (professional)

### 2123 ELECTRICAL ENGINEERS

Electrical engineers undertake research and design, direct construction and manage the operation and maintenance of electrical equipment, power stations, building control systems and other electrical products and systems.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Electrical engineers usually possess an accredited university degree or equivalent qualification. After qualifying, periods of appropriate training and experience are required before membership of a chartered engineering institution is attainable. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an apprenticeship leading to an NVQ/SVQ at Level 4. All routes are followed by periods of appropriate training and relevant experience.

### TASKS

- supervises, controls and monitors the operation of electrical generation, transmission and distribution systems;
- determines and specifies manufacturing methods of electrical systems;
- ensures that manufacture, operation and maintenance comply with design specifications and contractual arrangements;
- organises and establishes control systems to monitor the performance and safety of electrical assemblies and systems.

### RELATED JOB TITLES

Electrical engineer (professional)  
 Electrical surveyor  
 Equipment engineer  
 Power engineer  
 Signal engineer (*railways*)

### 2124 ELECTRONICS ENGINEERS

Electronics engineers undertake research and design, direct construction and manage the operation and maintenance of electronic motors, communications systems, microwave systems, and other electronic equipment.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Electronics engineers usually possess an accredited university degree or equivalent qualification. After qualifying, periods of appropriate training and experience are required before membership of a chartered engineering institution is attainable. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an apprenticeship leading to an NVQ/SVQ at Level 4. All routes are followed by periods of appropriate training and relevant experience.

### TASKS

- undertakes research and advises on all aspects of telecommunications equipment, radar, telemetry and remote control systems, data processing equipment, microwaves and other electronic equipment;
- determines and specifies appropriate production and/or installation methods and quality and safety standards;
- organises and establishes control systems to monitor performance and evaluate designs;
- tests, diagnoses faults and undertakes repair of electronic equipment.

### RELATED JOB TITLES

Avionics engineer  
 Broadcasting engineer (professional)  
 Electronics engineer (professional)  
 Microwave engineer  
 Telecommunications engineer (professional)

### 2126 DESIGN AND DEVELOPMENT ENGINEERS

Design and development engineers conceive engineering designs from product ideas or requirements in mechanical, electrical and electronic engineering.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Design and development engineers usually possess an accredited university degree or equivalent qualification. All routes are followed by periods of appropriate training and relevant experience in order to qualify for membership of a chartered engineering institution. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an apprenticeship leading to an NVQ/SVQ at Level 4.

### TASKS

- assesses product requirements, including costs, manufacturing feasibility and market requirements;
- prepares working designs for steam, aero, turbine, marine and electrical engines, mechanical instruments, aircraft and missile structures, vehicle and ship structures, plant and machinery equipment, domestic electrical appliances, building systems and services, and electronic computing and telecommunications equipment;
- arranges construction and testing of model or prototype and modifies design if necessary;
- produces final design information for use in preparation of layouts, parts lists, etc.;
- prepares specifications for materials and other components.

### RELATED JOB TITLES

Clinical engineer  
Design engineer  
Development engineer  
Ergonomist  
Research and development engineer

## 2127 PRODUCTION AND PROCESS ENGINEERS

Production and process engineers advise on and direct technical aspects of production programmes to ensure cost-effectiveness and efficiency. This unit group incorporates: planning and quality control engineers who plan production schedules, work sequences, and manufacturing and processing procedures to ensure accuracy, quality and reliability; and chemical engineers who undertake research on commercial scale chemical processes and processed products, design and provide specifications and direct the construction, operation, maintenance and repair of chemical plants and control systems.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Production and process engineers usually possess an accredited university degree. After qualifying, periods of appropriate

training and experience are required before membership of a chartered engineering institution. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an apprenticeship leading to an NVQ/SVQ at Level 4. All routes are followed by periods of appropriate training and relevant experience.

### TASKS

- studies existing and alternative production methods, regarding work flow, plant layout, types of machinery and cost;
- recommends optimum equipment and layout and prepares drawings and specifications;
- devises and implements production control methods to monitor operational efficiency;
- investigates and eliminates potential hazards and bottlenecks in production;
- advises management on and ensures effective implementation of new production methods, techniques and equipment;
- liaises with materials buying, storing and controlling departments to ensure a steady flow of supplies;
- undertakes research and develops processes to achieve physical and/or chemical change for oil, pharmaceutical, synthetic, plastic, food and other products;
- designs, controls and constructs process plants to manufacture products.

### RELATED JOB TITLES

Chemical engineer  
Industrial engineer  
Process engineer  
Production consultant  
Production engineer

## 2129 ENGINEERING PROFESSIONALS N.E.C.

Workers in this unit group perform a variety of professional engineering functions not elsewhere classified in MINOR GROUP 212: Engineering Professionals.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Chartered engineers possess an accredited university degree. After qualifying, periods of appropriate training and experience are required before membership of a chartered engineering institution is attainable. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an

apprenticeship leading to an NVQ/SVQ at Level 4. All routes are followed by periods of appropriate training and relevant experience.

## TASKS

- researches into problem areas to advance basic knowledge, evaluate new theories and techniques and to solve specific problems;
- establishes principles and techniques to improve the quality, durability and performance of materials such as textiles, glass, rubber, plastics, ceramics, metals and alloys;
- designs new systems and equipment with regard to cost, market requirements and feasibility of manufacture;
- devises and implements control systems to monitor operational efficiency and performance of system and materials;

- prepare sketches, drawings and specifications showing materials to be used, construction and finishing methods and other details;
- examines and advises on patent applications;
- provides technical consultancy services.

## RELATED JOB TITLES

Acoustician (professional)  
 Ceramicist  
 Food technologist  
 Metallurgist  
 Patent agent  
 Project engineer  
 Scientific consultant  
 Technical engineer  
 Technologist  
 Traffic engineer

## MINOR GROUP 213

### INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS PROFESSIONALS

Information technology and telecommunications professionals advise clients (both internal and external) as to the effective utilisation of information technology, develop and implement systems and software for those clients, manage major information technology projects and carry out specialised information technology and telecommunications functions.

Occupations in this minor group are classified into the following unit groups:

- 2133 IT SPECIALIST MANAGERS**
- 2134 IT PROJECT AND PROGRAMME MANAGERS**
- 2135 IT BUSINESS ANALYSTS, ARCHITECTS AND SYSTEMS DESIGNERS**
- 2136 PROGRAMMERS AND SOFTWARE DEVELOPMENT PROFESSIONALS**
- 2137 WEB DESIGN AND DEVELOPMENT PROFESSIONALS**
- 2139 INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS PROFESSIONALS N.E.C.**

#### 2133 IT SPECIALIST MANAGERS

IT specialist managers plan, organise, manage and coordinate the provision of specialist IT services and functions in an organisation.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification, although entry with other academic qualifications and/or significant relevant experience is possible. There is a variety of vocational, professional and postgraduate qualifications available.

#### TASKS

- plans, coordinates and manages the organisation's IT provision or a specialist area of IT activity;
- liaises with users, senior staff and internal/external clients to clarify IT requirements and development needs;
- takes responsibility for managing the development of a specialist aspect of IT provision such as user support, network operations, service delivery or quality control;
- supervises the technical team and coordinates training;
- plans and monitors work and maintenance schedules to ensure agreed service levels are achieved;
- reports on IT activities to senior management.

#### RELATED JOB TITLES

Data centre manager  
IT manager  
IT support manager

Network operations manager (*computer services*)  
Service delivery manager

#### 2134 IT PROJECT AND PROGRAMME MANAGERS

Jobholders in this unit group manage, coordinate and technically supervise specific IT projects and programmes of a discrete duration and/or budget.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification, although entry with other academic qualifications and/or significant relevant experience is possible. There is a variety of relevant vocational, professional and postgraduate qualifications available.

#### TASKS

- works with client or senior management to establish and clarify the aims, objectives and requirements of the IT project or programme;
- plans the stages of the project or programme, reviews actions and amends plans as necessary;
- coordinates and supervises the activities of the project/programme team;
- manages third party contributions to the programme or project;
- monitors progress including project/programme budget, timescale and quality;
- coordinates and oversees implementation of the project or programme;

- reports on project or programme to senior management and/or client.

### RELATED JOB TITLES

Implementation manager (computing)  
IT project manager  
Programme manager (computing)  
Project leader (*software design*)

## 2135 IT BUSINESS ANALYSTS, ARCHITECTS AND SYSTEMS DESIGNERS

Workers in this unit group provide advice on the effective utilisation of IT and design IT systems in order to meet the business objectives or to enhance the business effectiveness of the organisation.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification, although entry with other academic qualifications and/or significant relevant experience is possible. There is a variety of relevant vocational, professional and postgraduate qualifications available.

### TASKS

- liaises with internal/external clients in order to analyse business procedure, clarify clients' requirements and to define the scope of existing software, hardware and network provision;
- undertakes feasibility studies for major IT developments incorporating costs and benefits, and presents proposals to clients;
- communicates the impact of emerging technologies to clients and advises upon the potential introduction of such technology;
- provides advice and assistance in the procurement, provision, delivery, installation, maintenance and use of IT systems and their environments;
- examines existing business models and flows of data and designs functional specifications and test plans for new systems in order to meet clients' needs;
- researches, analyses, evaluates and monitors network infrastructure and performance;
- works closely with clients to implement new systems.

### RELATED JOB TITLES

Business analyst (computing)  
Data communications analyst  
Systems analyst  
Systems consultant  
Technical analyst (computing)  
Technical architect

## 2136 PROGRAMMERS AND SOFTWARE DEVELOPMENT PROFESSIONALS

Programmers and software development professionals design, develop, test, implement and maintain software systems in order to meet the specifications and business objectives of the information system; they also design and develop specialist software e.g. for computer games.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification, although entry with other academic qualifications and/or significant relevant experience is possible. There is a variety of vocational, professional and postgraduate qualifications available.

### TASKS

- examines existing software and determines requirements for new/modified systems in the light of business needs;
- undertakes feasibility study to design software solutions;
- writes and codes individual programs according to specifications;
- develops user interfaces;
- tests and corrects software programs;
- writes code for specialist programming for computer games, (for example, artificial intelligence, 3D engine development);
- implements and evaluates the software;
- plans and maintains database structures;
- writes operational documentation and provides subsequent support and training for users.

### RELATED JOB TITLES

Analyst-programmer  
Database developer



Games programmer  
Programmer  
Software engineer

### **2137 WEB DESIGN AND DEVELOPMENT PROFESSIONALS**

Jobholders in this unit group design, develop and maintain websites to meet a client's specified requirements.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants usually possess a degree or equivalent qualification, although entry with other academic qualifications and/or significant relevant experience is possible. There is a variety of relevant vocational, professional and postgraduate qualifications available.

#### **TASKS**

- liaises with internal/external client in order to define the requirements for the website;
- presents design options to the client;
- designs web pages including graphics, animation and functionality to maximise visual effectiveness and facilitate appropriate access;
- develops the website and applications;
- designs and develops web interfaces for relational database systems;
- establishes methods to ensure appropriate website security and recovery;
- writes and publishes content for the website;
- tests website interaction and performance prior to going 'live', and monitors and maintains functionality of the website;
- activates the 'live' website.

#### **RELATED JOB TITLES**

Internet developer  
Multimedia developer

Web design consultant  
Web designer

### **2139 INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS PROFESSIONALS N.E.C.**

Job holders in this unit group perform a variety of tasks not elsewhere classified in MINOR GROUP 213: Information Technology and Telecommunication Professionals.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants usually possess a degree or equivalent qualification, although entry with other academic qualifications and/or significant relevant experience is possible. There is a variety of relevant vocational, professional and postgraduate qualifications available.

#### **TASKS**

- undertakes the testing of software, systems or computer games for errors, identifies source of problems and proposes solutions;
- develops, implements and documents test plans for IT software, systems and computer games;
- develops quality standards and validation techniques;
- makes recommendations concerning software/system quality;
- examines IT system for potential threats to its security and integrity and draws up plans for disaster recovery if security is compromised;
- deals with and reports on breaches in security.

#### **RELATED JOB TITLES**

IT consultant  
Quality analyst (computing)  
Software tester  
Systems tester (computing)  
Telecommunications planner

## MINOR GROUP 214

### CONSERVATION AND ENVIRONMENT PROFESSIONALS

Conservation and environment professionals use specialist skills and knowledge to manage and conserve the environment, its associated species and its cycles of life, to address the environmental impacts of human activities and industrial processes, and to promote the sustainable use of resources and a wider public understanding and enjoyment of the environment. (It should be noted that Conservators are classified with Librarians and Related Professionals in minor group 245.)

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Occupations in this minor group are classified into the following unit groups:

- 2141 CONSERVATION PROFESSIONALS**
- 2142 ENVIRONMENT PROFESSIONALS**

#### 2141 CONSERVATION PROFESSIONALS

Conservation professionals are responsible for ensuring that landscapes, habitats and species are protected and enhanced via appropriate management and conservation. They promote public understanding and awareness of the natural environment and help to develop and implement appropriate policies to achieve these objectives.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants normally require a degree in a relevant subject, sometimes with a related postgraduate qualification. Entry is also possible with a relevant BTEC/SQA Award or HND. Prior practical work experience (which may be obtained on a voluntary basis) is needed for most posts. Additional on-the-job training is available.

#### TASKS

- promotes and implements local and national biodiversity action plans, particularly with regard to threatened species and habitats;
- carries out environmental impact assessments and field surveys;
- implements, evaluates and monitors schemes for the management and protection of natural habitats;
- provides advice and information to government at national and local levels, clients, landowners, planners and developers to facilitate the protection of the natural environment;
- liaises with other groups in the selection and maintenance of the Protected Site System including Special Areas of Conservation (SACs), Ramsar sites, and Sites of Special Scientific Interest (SSSIs) and National Nature Reserves (NNRs);
- maintains and develops knowledge in relevant policy areas within a national and European legislative context;

- promotes conservation issues via educational talks, displays, workshops and literature and liaison with the media;
- prepares applications for funding to other organisations, and assessing applications for funding from other organisations;
- carries out research into aspects of the natural world.

#### RELATED JOB TITLES

Conservation officer  
Ecologist  
Energy conservation officer  
Heritage manager  
Marine conservationist

#### 2142 ENVIRONMENT PROFESSIONALS

Jobholders in this unit group investigate, address, and advise on a variety of terrestrial and marine environment and resource management issues, including the development and implementation of environmental policies and remedies that address the impacts of human activities and industrial processes on the environment.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

A good degree in a relevant subject is normally a minimum entry qualification, and some employers will require a postgraduate qualification. Relevant work experience to complement academic qualifications is highly desirable. Professional qualifications across a wide range of areas of work are available.

#### TASKS

- identifies contamination of land, air or water and assesses any adverse impact on the environment;
- advises on and provides solutions for mitigating the effects of such contamination;
- implements remediation works;

- carries out environment-related desk-based research and fieldwork to collect, analyse and interpret data to determine their validity, quality and significance;
- carries out environmental audits and environmental impact assessments;
- communicates scientific and technical information to relevant audiences in an appropriate form, via reports, workshops, educational events, public hearings;
- assists organisations to conduct their activities in an environmentally appropriate manner;
- implements, reviews and advises on regulatory and legislative standards, guidelines and policies;
- provides professional guidance to clients, government agencies, regulators and other relevant bodies, having regard for sustainable approaches and solutions.

#### **RELATED JOB TITLES**

Energy manager  
Environmental consultant  
Environmental engineer  
Environmental protection officer  
Environmental scientist  
Landfill engineer

## MINOR GROUP 215 RESEARCH AND DEVELOPMENT MANAGERS

Jobholders in this unit group plan, organise, direct and advise on the research and development operations of an organisation.

Occupations in this minor group are classified into the following unit group:

### 2150 RESEARCH AND DEVELOPMENT MANAGERS

2

#### 2150 RESEARCH AND DEVELOPMENT MANAGERS

Managers in this unit group plan, organise, co-ordinate and manage resources to undertake the systematic investigation necessary for the development of new, or to enhance the performance of existing, products and services.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a relevant degree or equivalent qualification. Training is usually provided on-the-job, although support may be provided for postgraduate study. Professional qualifications are available.

#### TASKS

- establishes product design and performance objectives in consultation with other business functions;

- liaises with production departments to investigate and resolve manufacturing problems;
- develops research methodology, implements and reports upon research investigations undertaken;
- plans work schedules, assigns tasks and delegates responsibilities to the research and development team;
- monitors the standards of scientific and technical research undertaken by the research team.

#### RELATED JOB TITLES

Creative manager (*research and development*)  
 Design manager  
 Market research manager  
 Research manager (*broadcasting*)

## SUB-MAJOR GROUP 22

# HEALTH PROFESSIONALS

Health professionals provide medical treatments and diagnosis for people and animals, conduct research into treatment and drugs, dispense pharmaceutical compounds, provide therapeutical treatments for medical conditions, and administer nursing and midwifery care.

2

### MINOR GROUP 221

## HEALTH PROFESSIONALS

Health professionals diagnose mental and physical injuries, disorders and diseases, provide treatment with drugs, surgery and corrective devices, carry out medical tests and recommend preventative action to patients, conduct research into treatments and drugs, dispense pharmaceutical compounds, and diagnose and treat sick or injured animals.

Occupations in this minor group are classified into the following unit groups:

- 2211 MEDICAL PRACTITIONERS**
- 2212 PSYCHOLOGISTS**
- 2213 PHARMACISTS**
- 2214 OPHTHALMIC OPTICIANS**
- 2215 DENTAL PRACTITIONERS**
- 2216 VETERINARIANS**
- 2217 MEDICAL RADIOGRAPHERS**
- 2218 PODIATRISTS**
- 2219 HEALTH PROFESSIONALS N.E.C.**

### 2211 MEDICAL PRACTITIONERS

Medical practitioners diagnose mental and physical injuries, disorders and diseases, prescribe and give treatment, recommend preventative action, and conduct medical education and research activities. They may specialise in particular areas of modern medicine or work in general practice and, where necessary, refer the patient to a specialist.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require a university degree from a medical school recognised by the General Medical Council followed by a year of pre-registration training as a house officer. Some medical schools operate graduate entry schemes. Once the pre-registration period as house officer is completed, doctors undertake up to two years postgraduate training in a chosen speciality.

#### TASKS

- examines patient, arranges for any necessary x-rays or other tests and interprets results;
- diagnoses condition and prescribes and/or administers appropriate treatment/surgery;

- administers medical tests and inoculations against communicable diseases;
- supervises patient's progress and advises on diet, exercise and other preventative action;
- refers patient to specialist where necessary and liaises with specialist;
- prepares and delivers lectures, undertakes research, and conducts and participates in clinical trials;
- supervises the implementation of care and treatment plans by other healthcare providers.

#### RELATED JOB TITLES

Anaesthetist  
 Consultant (*Hospital Service*)  
 Doctor  
 General practitioner  
 Medical practitioner  
 Paediatrician  
 Psychiatrist  
 Radiologist  
 Surgeon

**2212 PSYCHOLOGISTS**

Psychologists research, study and assess emotional, cognitive and behavioural processes and abnormalities in human beings and animals and how these are affected by genetic, physical and social factors.

**2 TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants require a degree in psychology recognised by the British Psychology Society. Postgraduate and professional qualifications relating to different areas of psychology are available and are required for certain posts.

**TASKS**

- develops and administers tests to measure intelligence, abilities, aptitudes, etc. and assesses results;
- develops treatment and guidance methods and gives treatment or guidance using a variety of therapy and counselling techniques;
- observes and experiments on humans and animals to measure mental and physical characteristics;
- analyses the effect of hereditary, social and physical factors on thought and behaviour;
- studies psychological factors in the treatment and prevention of mental illness or emotional and personality disorders;
- maintains required contacts with family members, education or other health professionals, as appropriate, and recommends possible solutions to problems presented;
- applies professional knowledge and techniques within the workplace, addressing issues such as job design, work groups, motivation etc.;
- applies psychological treatment methods to help athletes achieve optimum mental health and enhance sporting performance.

**RELATED JOB TITLES**

Clinical psychologist  
Educational psychologist  
Forensic psychologist  
Occupational psychologist  
Psychologist  
Psychometrist

**2213 PHARMACISTS**

Pharmacists dispense drugs and medicaments in hospitals and pharmacies and advise on and participate in the development and testing of new drugs, compounds and therapies. They counsel on the proper use and adverse effects of drugs and medicines.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants possess a degree in pharmacy. To register with the Royal Pharmaceutical Society, entrants must have completed a one year period of pre-registration training and passed a registration exam. Further training is available to permit pharmacists to prescribe medicines independently.

**TASKS**

- prepares or directs the preparation of prescribed medicaments in liquid, powder, tablet, ointment or other form following prescriptions issued by medical doctors and other health professionals;
- advises health professionals on the selection and appropriate use of medicines;
- highlights a drug's potential side effects, identifies harmful interactions with other drugs and assesses the suitability of treatments for patients with particular health conditions;
- checks that recommended doses are not being exceeded and that instructions are understood by patients;
- maintains prescription files and records issue of narcotics, poisons and other habit-forming drugs;
- liaises with other professionals regarding the development, manufacturing and testing of drugs;
- tests and analyses drugs to determine their identity, purity and strength;
- ensures that drugs and medicaments are in good supply and are stored properly.

**RELATED JOB TITLES**

Chemist (pharmaceutical)  
Dispensary manager  
Pharmaceutical chemist  
Pharmacist  
Pharmacy manager

**2214 OPHTHALMIC OPTICIANS**

Ophthalmic opticians test patients' vision, diagnose defects and disorders and prescribe glasses or contact lenses as required.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants require a degree in Optometry, must have passed the Professional Qualifying Examination of the General Optical Council, and have completed a pre-registration year. Advanced training in specialised areas is available.

**TASKS**

- examines eyes and tests vision of patient, identifies problems, defects, injuries and ill health;
- prescribes, supplies and fits appropriate spectacle lenses, contact lenses and other aids;
- advises patient on proper use of glasses, contact lenses and other aids, and on appropriate lighting conditions for reading and working;
- refers patient to a specialist, where necessary;
- carries out research with glass and lens manufacturers.

**RELATED JOB TITLES**

Ophthalmic optician  
Optician  
Optologist  
Optometrist

**2215 DENTAL PRACTITIONERS**

Dental practitioners diagnose dental and oral diseases, injuries and disorders, prescribe and administer treatment, recommend preventative action and, where necessary, refer the patient to a specialist.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants require an approved university degree and must have completed a period of postgraduate vocational training. Graduate entry to dental school is sometimes possible. Registration with the General Dental Council is a pre-requisite to practise. Specialist fields require further study and training.

**TASKS**

- examines patient's teeth, gums and jaw, using dental and x-ray equipment, diagnoses dental conditions;

- assesses and recommends treatment options to patients;
- administers local anaesthetics;
- carries out clinical treatments, restores teeth affected by decay etc., treats gum disease and other disorders;
- constructs and fits braces, inlays, dentures and other appliances;
- supervises patient's progress and advises on preventative action;
- educates patients on oral health care;
- refers patient to specialist, where necessary;
- maintains patients' dental health records;
- prepares and delivers lectures, undertakes research, and conducts and participates in clinical trials.

**RELATED JOB TITLES**

Dental surgeon  
Dentist  
Orthodontist  
Periodontist

**2216 VETERINARIANS**

Veterinarians diagnose and treat animal injuries, diseases and disorders, and advise on preventative action. They may work in practices, specialising according to their location in either a rural or urban area, or in the public sector or associated industries such as pharmaceuticals, food production or drug regulation.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants will require a university degree in veterinary science and registration as a member of the Royal College of Veterinary Surgeons (RCVS). Pre-entry experience in a veterinary practice may be required for entry to a university veterinary school.

**TASKS**

- examines animals, diagnoses condition and prescribes and administers appropriate drugs, dressings, etc., and arranges or undertakes any necessary x-ray or other tests;
- inoculates animals against communicable diseases;
- administers local or general anaesthetics and performs surgery;
- investigates outbreaks of animal diseases and advises owners on feeding, breeding and general care;

- euthanases old, sick, terminally ill and unwanted animals;
- performs tasks relating to food safety policy, regulation of veterinary drugs, quality control of veterinary products;
- performs *ante-mortem* inspection of animals destined for the food chain, and animal *post-mortem* examinations;
- carries out expert witness work and undertakes teaching of veterinary students;
- maintains records, raises and forwards reports and certificates in compliance with current legislation.

### RELATED JOB TITLES

Veterinarian  
 Veterinary practitioner  
 Veterinary surgeon

### 2217 MEDICAL RADIOGRAPHERS

Medical (diagnostic) radiographers operate x-ray machines, ultrasound, magnetic resonance imaging and other imaging devices for diagnostic and therapeutic purposes, assist in the diagnosis of injuries and diseases and are involved in intervention procedures such as the removal of kidney stones. They operate under the supervision of senior staff. Therapeutic radiographers specialise in the planning and administration of radiotherapy treatment for patients with cancer.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants for medical radiography possess a degree in radiography recognised by the Health Professions Council (HPC). Those with a relevant first degree may qualify by completing a pre-registration postgraduate diploma or a Masters qualification. Post-qualifying courses are available for specialist areas.

### TASKS

- uses a range of imaging devices for diagnostic and therapeutic purposes;
- assesses patients and interprets clinical requirements to determine appropriate radiographic treatments;
- verifies identity of patient and ensures that necessary preparations have been made for the examination/treatment;
- decides length and intensity of exposure or strength of dosage of isotope;
- positions patient and operates x-ray, scanning or fluoroscopic equipment;

- maintains records of all radiographic/therapeutic work undertaken;
- plans course of treatment with clinical oncologists and physicists;
- calculates radiation dosage and maps volume to be treated;
- explains treatment to patient and management of any side effects;
- carries out post-treatment reviews and follow-ups.

### RELATED JOB TITLES

Medical radiographer  
 Radiographer  
 Sonographer  
 Therapeutic radiographer  
 Vascular technologist

### 2218 PODIATRISTS

Podiatrists (formerly known as chiropodists) diagnose and treat ailments and abnormalities of the human foot and lower limb, deal with minor infections, injuries and deformities, and conditions resulting from other major health disorders such as diabetes.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry requires a degree in podiatry approved by the Health Professions Council and registration with and membership of the Society of Chiropodists and Podiatrists. Degree courses combine theoretical and practical training. Qualified podiatrists must undertake 30 hours of Continuing Professional Development each year.

### TASKS

- examines patient's feet to determine the nature and extent of disorder;
- provides vascular and neurological assessment for the long-term management of chronic disorders and high risk patients;
- administers local anaesthetic where appropriate;
- treats conditions of the skin, nails and soft tissues of feet by minor surgery, massage and heat treatment, padding and strapping or drugs;
- prescribes, makes and fits pads and other orthotic appliances to correct and/or protect foot disorders;



- those with advanced training may carry out minor surgery on the feet;
- advises patients on aspects of foot care to avoid recurrence of foot problems;
- delivers foot health education to groups such as the elderly, children, the homeless, those with medical problems such as arthritis;
- refers patients who require further medical or surgical attention.

**RELATED JOB TITLES**

Chiropodist  
 Chiropodist-podiatrist  
 Podiatrist

**2219 HEALTH PROFESSIONALS N.E.C.**

Job holders in this unit group perform a variety of other health-related professional occupations not elsewhere classified in MINOR GROUP 221: Health Professionals. They may work autonomously or in teams with other health workers.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is via a variety of relevant academic and/or professional qualifications.

**TASKS**

- provides expert technical and technological support in the delivery of critical care;
- provides high level support within surgical teams before, during and after surgery;
- operate heart-lung machines during surgical procedures;
- conducts medical education relevant to specialism and provides team leadership and supervision;
- diagnoses and treats patients with a variety of hearing-related problems;
- carries out a range of oral/dental treatments;
- provides prosthetic devices to patients and advises on rehabilitation.

**RELATED JOB TITLES**

Audiologist  
 Dental hygiene therapist  
 Dietician-nutritionist  
 Family planner  
 Occupational health adviser  
 Paramedical practitioner

## MINOR GROUP 222 THERAPY PROFESSIONALS

Workers in this minor group plan and apply physical, therapeutic and other treatments or activities to assist in the physical and psychological recovery from illness and injury, and to minimise the effects of disabilities.

Occupations in this minor group are classified into the following unit groups:

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- 2221 PHYSIOTHERAPISTS**
- 2222 OCCUPATIONAL THERAPISTS**
- 2223 SPEECH AND LANGUAGE THERAPISTS**
- 2229 THERAPY PROFESSIONALS N.E.C.**

### 2221 PHYSIOTHERAPISTS

Physiotherapists plan and apply massage, promote and encourage movement and exercise, use hydrotherapy, electro-therapy and other technological equipment in the treatment of a wide range of injuries, diseases and disabilities in order to assist rehabilitation by developing and restoring body systems.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades and A levels/H grades followed by up to four years training on an approved degree scheme necessary for state registration as a physiotherapist. Some science and other graduates are eligible for accelerated two-year pre-registration MSc degree programmes in Physiotherapy or Rehabilitation Science. Candidates must pass a medical examination.

#### TASKS

- examines medical reports and assesses patient to determine the condition of muscles, nerves or joints in need of treatment;
- writes up patients' case notes and reports, maintains their records and manages caseload;
- plans and undertakes therapy to improve circulation, restore joint mobility, strengthen muscles and reduce pain;
- explains treatment to and instructs patient in posture and other exercises and adapts treatment as necessary;
- offers advice and education on how to avoid injury and promote patient's future health and well-being;
- supervises physiotherapy assistants;
- monitors patient's progress and liaises with others concerned with the treatment and rehabilitation of patient, and refers patients requiring other specific medical attention.

#### RELATED JOB TITLES

Electro-therapist  
Physiotherapist  
Physiotherapy practitioner

### 2222 OCCUPATIONAL THERAPISTS

Occupational therapists work with people who have a physical or learning disability or mental illness, actively engaging them in purposeful activities in order to maximise self-confidence, independent functioning and well-being.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess A levels/H grades, an Advanced GNVQ/GSVQ Level III, a BTEC/SQA award or equivalent qualifications followed by training on an approved degree scheme necessary for state registration as an occupational therapist. There is a minimum age limit of 18 years to enter training.

#### TASKS

- considers the physical, psychological and social needs of a patient that may result from illness, injury, congenital condition or lifestyle problems;
- devises, designs, initiates and monitors carefully selected and graded treatments and activities as part of the assessment and intervention process;
- liaises with a wide variety of other professionals in planning and reviewing ongoing treatments;
- trains students and supervises the work of occupational therapy assistants;
- makes home visits to clients, families and carers to organise support and rehabilitation and assist them to deal and cope with disability;

- counsels clients in ways to promote a healthy lifestyle, prevention of illness and/or preparation for coping with increasing stages of illness;
- maintains patient records, manages caseloads.

### RELATED JOB TITLES

Occupational therapist

## 2223 SPEECH AND LANGUAGE THERAPISTS

Speech and language therapists are responsible for the assessment, diagnosis and treatment of speech, language, fluency and voice disorders caused by disability, injury or illness.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require a recognised graduate or postgraduate degree that encompasses both theory and clinical practice. Successful completion of these courses leads to eligibility for a certificate to practice and membership of the Royal College of Speech and Language Therapists. Full membership is granted after completion of a year of supervised, post-qualifying experience.

### TASKS

- assesses, tests and diagnoses a client's condition;
- designs and initiates appropriate rehabilitation and/or remedial programmes of treatment;
- treats speech and language disorders by coaching and counselling clients or through the use of artificial communication devices;
- attends case conferences and liaises with other specialists such as doctors, teachers, social workers and psychologists;
- counsels relatives to help cope with the problems created by a patient's disability;
- writes reports and maintains client caseloads.

### RELATED JOB TITLES

Language therapist  
Speech and language therapist  
Speech therapist

## 2229 THERAPY PROFESSIONALS N.E.C.

Job holders in this unit group plan and apply physical and therapeutic treatments and activities to assist recovery from

physical and mental illness and to minimise the effects of disabilities not elsewhere classified in MINOR GROUP 222: Therapy professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess an accredited degree or postgraduate qualification. Training can take between two to five years depending upon the chosen method of study. Courses provide a mixture of theoretical study and practical experience. Membership of professional bodies may be mandatory in some areas.

### TASKS

- prescribes diet therapy and gives advice to patients, health care professionals and the public on dietetic and nutritional matters for those with special dietary requirements or to prevent illness amongst the general population;
- diagnoses and treats disorders of vision and eye movements, monitors subsequent progress and recommends further optical, pharmacological or surgical treatment as required;
- manipulates and massages patient to discover the cause of pain, relieve discomfort, restore function and mobility and to correct irregularities in body structure;
- adopts a holistic approach in assessing the overall health of the patient, and treats by inserting needles under the skin at particular locations according to the disorder being treated;
- administers aromatic herbs and oils and massage to relieve pain and restore health;
- assesses and provides treatment for people with mental disabilities, or those suffering with mental illness, stress, and emotional and relationship problems;
- diagnoses and treats behavioural problems in animals.

### RELATED JOB TITLES

Art therapist  
Chiropractor  
Cognitive behavioural therapist  
Dance movement therapist  
Family therapist  
Nutritionist  
Osteopath  
Psychotherapist

## MINOR GROUP 223 NURSING AND MIDWIFERY PROFESSIONALS

Nursing and midwifery professionals provide nursing care for the sick and injured and prenatal and postnatal care for mothers and babies, working with and providing high level support for other health professionals, within teams of other healthcare providers and/or working autonomously across defined areas of significant responsibility.

Occupations in this minor group are classified into the following unit groups:

- 2231 NURSES**
- 2232 MIDWIVES**

### 2231 NURSES

Nurses provide general and/or specialised nursing care for the sick, injured and others in need of such care, assist medical doctors with their tasks and work with other healthcare professionals and within teams of healthcare workers. They advise on and teach nursing practice.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Qualification as a nurse is via a diploma or degree course, both of which are provided by universities. Courses comprise both theoretical and practical work, including placements in hospital and community settings. Full time diploma courses last three years; degree courses last three or four years. Accelerated programmes are available to graduates with a health-related degree. There is a minimum age limit of 17 years 6 months to enter training. Post-registration training is available for a range of clinical specialisms.

#### TASKS

- assists medical doctors and works with other healthcare professionals to deal with emergencies and pre-planned treatment of patients;
- manages own case load;
- monitors patient's progress, administers drugs and medicines, applies surgical dressings and gives other forms of treatment;
- participates in the preparation for physical and psychological treatment of mentally ill patients;
- plans duty rotas and organises and directs the work and training of ward and theatre nursing staff;
- advises on nursing care, disease prevention, nutrition, etc. and liaises with hospital board/ management on issues concerning nursing policy;

- plans, manages, provides and evaluates nursing care services for patients, supervises the implementation of nursing care plans;
- delivers lectures and other forms of formal training relating to nursing practice.

#### RELATED JOB TITLES

District nurse  
Health visitor  
Mental health practitioner  
Nurse  
Practice nurse  
Psychiatric nurse  
Staff nurse  
Student nurse

### 2232 MIDWIVES

Midwives deliver, or assist in the delivery of babies, provide antenatal and postnatal care and advise parents on baby care. They work with other healthcare professionals, and advise on and teach midwifery practice.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

A degree in midwifery is essential. Registered nurses can do a 12-18 month shortened course but graduates from other disciplines must undertake the full three or four-year degree programme. Entry to midwifery training without a degree or HND is also possible. Applicants must have a minimum of five GCSEs (or equivalent) and at least two A-levels (or equivalent) for degree programmes. There is a lower age limit of 17 years 6 months to enter training.

#### TASKS

- monitors condition and progress of patient and baby throughout pregnancy;

- delivers babies in normal births and assists doctors with difficult deliveries;
- monitors recovery of mother in postnatal period and supervises the nursing of premature and other babies requiring special attention;
- advises on baby care, exercise, diet and family planning issues;
- supervises more junior staff and directs the work of the midwifery unit;

- plans and manages midwifery care services;
- delivers lectures and other forms of training in midwifery practice.

**RELATED JOB TITLES**

Midwife  
Midwifery sister

## SUB-MAJOR GROUP 23

# TEACHING AND EDUCATIONAL PROFESSIONALS

Teaching and educational professionals plan, organise and undertake teaching and research activities within educational establishments; plan, organise, direct and co-ordinate the administrative work and financial resources of these establishments; and inspect and advise schools and training establishments.

2

### MINOR GROUP 231

## TEACHING AND EDUCATIONAL PROFESSIONALS

Teaching and educational professionals plan, organise and provide instruction in academic, technical, vocational, diversionary and other subjects and inspect schools and training establishments.

Occupations in this minor group are classified into the following unit groups:

- 2311 HIGHER EDUCATION TEACHING PROFESSIONALS**
- 2312 FURTHER EDUCATION TEACHING PROFESSIONALS**
- 2314 SECONDARY EDUCATION TEACHING PROFESSIONALS**
- 2315 PRIMARY AND NURSERY EDUCATION TEACHING PROFESSIONALS**
- 2316 SPECIAL NEEDS EDUCATION TEACHING PROFESSIONALS**
- 2317 SENIOR PROFESSIONALS OF EDUCATIONAL ESTABLISHMENTS**
- 2318 EDUCATION ADVISERS AND SCHOOL INSPECTORS**
- 2319 TEACHING AND OTHER EDUCATIONAL PROFESSIONALS N.E.C.**

### **2311 HIGHER EDUCATION TEACHING PROFESSIONALS**

Higher education teaching professionals deliver lectures and teach students to at least first degree level, undertake research and write journal articles and books in their chosen field of study.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry will require a good honours first degree plus a higher degree or an equivalent professional qualification. For vocational subjects, practical experience and additional qualifications may also be required.

#### **TASKS**

- prepares, delivers and directs lectures, seminars and tutorials;
- prepares, administers and marks examinations, essays and other assignments;
- advises students on academic matters and encourages independent research;
- provides pastoral care or guidance to students;
- participates in decision making processes regarding curricula, budgetary, departmental and other matters;

- directs the work of postgraduate students;
- undertakes research, writes articles and books and attends conferences and other meetings.

#### **RELATED JOB TITLES**

Fellow (*university*)  
Lecturer (*higher education, university*)  
Professor (*higher education, university*)  
Tutor (*higher education, university*)  
University lecturer

### **2312 FURTHER EDUCATION TEACHING PROFESSIONALS**

Further education teaching professionals supervise and teach trade, technical, commercial, adult education, secondary and post-secondary courses to students beyond minimum school leaving age.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Further education lecturers normally require a professional or academic qualification in the subject area they intend to teach, relevant professional, industrial or business experience and an appropriate teaching qualification.

**TASKS**

- prepares, delivers and directs lectures, seminars and tutorials;
- prepares, administers and marks examinations, essays and other assignments;
- arranges instructional visits and periods of employment experience for students;
- assists with the administration of teaching and the arranging of timetables;
- liaises with other professional and commercial organisations to review course content.

**RELATED JOB TITLES**

FE College lecturer  
Lecturer (*further education*)  
Teacher (*further education*)  
Tutor (*further education*)

**2314 SECONDARY EDUCATION TEACHING PROFESSIONALS**

Secondary (and middle school deemed secondary) education teaching professionals plan, organise and provide instruction in one or more subjects, including physical education and diversionary activities, within a prescribed curriculum in a secondary or secondary/ middle school.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is with a first degree that provides QTS (qualified teacher status) or, in Scotland, TQ (teaching qualification); or other relevant degree followed by further postgraduate training (most commonly PGCE – Postgraduate Certificate in Secondary Education, or, in Scotland, PGDE – Professional Graduate Diploma in Education). Further and higher professional qualifications are required for some teaching posts.

**TASKS**

- prepares and delivers courses and lessons in accordance with curriculum requirements and teaches one or more subjects;
- prepares, assigns and corrects exercises and examinations to record and evaluate students' progress;
- prepares students for external examinations and administers and invigilates these examinations;
- maintains records of students' progress and development;

- supervises any practical work and maintains classroom discipline;
- undertakes pastoral duties;
- supervises teaching assistants and trainees;
- discusses progress with student, parents and/or other education professionals;
- assists with or plans and develops curriculum and rota of teaching duties.

**RELATED JOB TITLES**

Deputy head teacher (*secondary school*)  
Secondary school teacher  
Sixth form teacher  
Teacher (*secondary school*)

**2315 PRIMARY AND NURSERY EDUCATION TEACHING PROFESSIONALS**

Primary (and middle school deemed primary) and nursery education teaching professionals plan, organise and provide instruction to children at all levels up to the age of entry into secondary education.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is with a first degree that provides QTS (qualified teacher status) or, in Scotland, TQ (teaching qualification); or other relevant degree followed by further postgraduate training (most commonly PGCE – Postgraduate Certificate in Secondary Education, or, in Scotland, PGDE – Professional Graduate Diploma in Education). Further and higher professional qualifications are required for some teaching posts.

**TASKS**

- prepares and delivers courses and lessons in accordance with curriculum requirements and teaches a range of subjects;
- prepares, assigns and corrects exercises and examinations to record and evaluate students' progress;
- prepares students for external examinations and administers and invigilates these examinations;
- maintains records of students' progress and development;
- supervises students and maintains classroom discipline;
- teaches simple songs and rhymes, reads stories and organises various activities to promote language, social and physical development;

- undertakes pastoral duties;
- supervises teaching assistants and trainees;
- discusses progress with student, parents and/or other education professionals;
- assists with or plans and develops curriculum and rota of teaching duties.

### RELATED JOB TITLES

Deputy head teacher (*primary school*)

Infant teacher

Nursery school teacher

Primary school teacher

### 2316 SPECIAL NEEDS EDUCATION TEACHING PROFESSIONALS

Special needs education teaching professionals organise and provide instruction at a variety of different levels to children who have emotional, behavioural or learning difficulties or physical disabilities. These professionals may also work with exceptionally gifted pupils.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is with a first degree that provides QTS (qualified teacher status) or, in Scotland, TQ (teaching qualification); or other relevant degree followed by further postgraduate training (most commonly PGCE – Postgraduate Certificate in Secondary Education, or, in Scotland, PGDE – Professional Graduate Diploma in Education). Additionally, prior experience in mainstream teaching is usually required, and further training for special needs teaching may be mandatory.

### TASKS

- creates a safe, stimulating and supportive learning environment for students;
- assesses student's abilities, identifies student's needs and devises curriculum and rota of teaching duties accordingly;
- gives instruction, using techniques appropriate to the student's handicap;
- develops and adapts conventional teaching methods to meet the individual student's needs;
- encourages the student to develop self-help skills to circumvent the limitations imposed by their disability;
- prepares, assigns and corrects exercises to record and evaluate students progress;

- supervises students in classroom and maintains discipline;
- liaises with other professionals, such as social workers, speech and language therapists and educational psychologists;
- updates and maintains students' records to monitor development and progress;
- discusses student's progress with parents and other teaching professionals.

### RELATED JOB TITLES

Deputy head teacher (*special school*)

Learning support teacher

Special needs coordinator

Special needs teacher

### 2317 SENIOR PROFESSIONALS OF EDUCATIONAL ESTABLISHMENTS

Job holders in this unit group plan, organise, direct and co-ordinate the administration, support systems and activities that facilitate the effective running of a university, college or other educational establishment.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification and have gained significant relevant experience in the field of education. Specialist training courses and professional qualifications are available.

### TASKS

- considers staffing, financial, material and other short- and long-term needs;
- arranges for evaluation of management, accounting, information storage and retrieval and other facilities;
- provides administrative support to the academic team;
- leads or contributes to decision making processes regarding curricula, budgetary, disciplinary and other matters;
- controls administrative aspects of student admission, registration and graduation;
- acts as secretary to statutory and other bodies/committees associated with the educational establishment;
- drafts and interprets regulations and deals with queries and complaints procedures;
- organises examinations, necessary invigilations and any security procedures required;



- arranges for the preparation and publication of syllabuses and other official documents;
- assists with recruitment, public relations and marketing activities;
- coordinates and maintains quality assurance procedures.

### RELATED JOB TITLES

Administrator (*higher education, university*)

Bursar

Head teacher (*primary school*)

Principal (*further education*)

Registrar (*educational establishments*)

### 2318 EDUCATION ADVISERS AND SCHOOL INSPECTORS

Education advisers and school inspectors plan, organise and direct the educational activities and resources in a local authority education area, and undertake inspections of schools and other training establishments excluding universities.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Jobholders usually possess an education-related degree or relevant postgraduate qualification and have gained relevant experience in teaching and/or school management. Before being appointed, an inspector has to attend a course of training provided or approved by OFSTED. Most inspectors are or have been head teachers, deputy heads or heads of department.

### TASKS

- advises on all aspects of education and ensures that all statutory educational requirements are being met;
- plans and advises on the provision of special schools for children with physical or learning disabilities;
- appoints and controls teaching staff;
- verifies that school buildings are adequately maintained;
- arranges for the provision of school medical and meals services;
- observes teaching, assesses learning level and discusses any apparent faults with teachers, heads of department and head teachers;

- prepares reports on schools concerning teaching standards, educational standards being achieved, the spiritual, moral and social development of pupils, resource management etc.

### RELATED JOB TITLES

Curriculum adviser

Education adviser

Education officer

School inspector

### 2319 TEACHING AND OTHER EDUCATIONAL PROFESSIONALS N.E.C.

Job holders in this unit group perform a variety of other education and teaching occupations not elsewhere classified in MINOR GROUP 231: Teaching and Educational Professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications, professional qualifications and/or relevant experience.

### TASKS

- designs and implements methods of assessing the performance of students, co-ordinates and undertakes the evaluation of assessments and awards grades of merit based upon performance;
- co-ordinates the activities of private music and dancing schools, training centres and similar establishments;
- provides private academic, vocational and other instruction to individuals or groups;
- teaches English as a foreign language and assists in the tuition of foreign languages.

### RELATED JOB TITLES

Adult education tutor

Education consultant

Music teacher

Nursery manager (*day nursery*)

Owner (*nursery: children's*)

Private tutor

TEFL

## SUB-MAJOR GROUP 24

# BUSINESS, MEDIA AND PUBLIC SERVICE PROFESSIONALS

Jobholders in this sub-major group advise and act on behalf of clients in legal matters, preside over judicial proceedings, collect and analyse financial information, perform accounting duties, advise on business and management matters, and perform a variety of other professional occupations within the public, welfare, regulatory and voluntary sectors, and within the media.

### MINOR GROUP 241 LEGAL PROFESSIONALS

Legal professionals advise and act on behalf of individuals, businesses, organisations and government in legal matters; preside over judicial proceedings; and perform related professional legal duties.

Occupations in this minor group are classified into the following unit groups:

- 2412 BARRISTERS AND JUDGES**
- 2413 SOLICITORS**
- 2419 LEGAL PROFESSIONALS N.E.C.**

#### 2412 BARRISTERS AND JUDGES

Job holders in this unit group prepare and conduct court cases on behalf of clients, preside over judicial proceedings, and pronounce judgements within a variety of court settings and tribunals.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry to training requires a qualifying law degree or postgraduate diploma. Entrants then undertake a one year Bar Vocational Course followed by pupillage in one of the Inns of Court. The system for training of advocates in Scotland requires a postgraduate Diploma in Legal Practice followed by two years' training as a solicitor. The position of judge is obtained by appointment of those who have substantial post-qualifying experience in legal practice.

#### TASKS

- becomes acquainted with the facts of a case through reading statements, law reports, and consulting with clients or other professionals;
- advises client on the basis of legal knowledge, research and past precedent as to whether to proceed with legal action;
- drafts pleadings and questions in preparation for court cases, appears in court to present evidence to the judge and jury, cross examines witnesses and sums up why the court should decide in their client's favour;
- hears, reads and evaluates evidence, and instructs or advises the jury on points of law or procedure;

- conducts trials according to rules of procedure, announces the verdict and passes sentence and/or awards costs and damages.

#### RELATED JOB TITLES

Advocate  
Barrister  
Chairman (appeals tribunal, inquiry)  
Coroner  
Crown prosecutor  
District judge

#### 2413 SOLICITORS

Solicitors advise and act on behalf of individuals, organisations, businesses and government departments in legal matters.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry to training usually requires a qualifying law degree or postgraduate diploma. Graduates in subjects other than law must first take a one-year conversion course. All entrants undertake a one year legal practice course, followed by a two-year training contract.

#### TASKS

- draws up contracts, leases, wills and other legal documents;
- undertakes legal business on behalf of client in areas of business law, criminal law, probate, conveyancing and litigation, and acts as trustee or executor if required;

- instructs counsel in higher and lower courts and pleads cases in lower courts as appropriate;
- scrutinises statements, reports and legal documents relevant to the case being undertaken and prepares papers for court;
- represents clients in court.

### RELATED JOB TITLES

Managing clerk (qualified solicitor)

Solicitor

Solicitor-partner

Solicitor to the council

### 2419 LEGAL PROFESSIONALS N.E.C.

Job holders in this unit group perform a variety of other professional legal occupations not elsewhere classified in MINOR GROUP 241: Legal Professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry to training usually requires a qualifying law degree or postgraduate diploma. Entrants then undertake a further year of academic training and then complete up to four years of assessed supervised experience in legal practice. Entrants may

also require up to five years post qualifying experience in legal practice.

### TASKS

- co-ordinates the activities of magistrates courts and advises magistrates on law and legal procedure;
- provides legal advice to individuals within Citizens Advice, Law Centres and other such establishments;
- drafts and negotiates contracts on behalf of employers;
- advises employers, local and national government and other organisations on aspects of law and legislative implications of decisions made;
- represents public and private organisations in court as necessary.

### RELATED JOB TITLES

Attorney

Justice's clerk

Lawyer

Legal adviser

Legal consultant

Legal counsel

Solicitor's clerk (articled)

## MINOR GROUP 242

### BUSINESS, RESEARCH AND ADMINISTRATIVE PROFESSIONALS

Business, research and administrative professionals perform accountancy duties, advise industrial, commercial and other establishments on management, business and administrative matters, collect and analyse financial and other information, and carry out research in non-scientific areas of activity.

Occupations in this minor group are classified into the following unit groups:

2

- 2421 CHARTERED AND CERTIFIED ACCOUNTANTS**
- 2423 MANAGEMENT CONSULTANTS AND BUSINESS ANALYSTS**
- 2424 BUSINESS AND FINANCIAL PROJECT MANAGEMENT PROFESSIONALS**
- 2425 ACTUARIES, ECONOMISTS AND STATISTICIANS**
- 2426 BUSINESS AND RELATED RESEARCH PROFESSIONALS**
- 2429 BUSINESS, RESEARCH AND ADMINISTRATIVE PROFESSIONALS N.E.C.**

#### 2421 CHARTERED AND CERTIFIED ACCOUNTANTS

Jobholders in this unit group provide accounting and auditing services, advise clients on financial matters, collect and analyse financial information and perform other accounting duties required by management for the planning and control of an establishment's income and expenditure.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification. To qualify as an accountant, entrants must undertake a period of training within an approved organisation and successfully complete professional examinations. Exemptions to some professional examinations are available to those with appropriate academic qualifications.

#### TASKS

- plans and oversees implementation of accountancy system and policies;
- prepares financial documents and reports for management, shareholders, statutory or other bodies;
- audits accounts and book-keeping records;
- prepares tax returns, advises on tax problems and contests disputed claim before tax official;
- conducts financial investigations concerning insolvency, fraud, possible mergers, etc.;
- evaluates financial information for management purposes;
- liaises with management and other professionals to compile budgets and other costs;
- prepares periodic accounts, budgetary reviews and financial forecasts;

- conducts investigations and advises management on financial aspects of productivity, stock holding, sales, new products, etc.

#### RELATED JOB TITLES

Accountant (qualified)  
Auditor (qualified)  
Chartered accountant  
Company accountant  
Cost accountant (qualified)  
Financial controller (qualified)  
Management accountant (qualified)

#### 2423 MANAGEMENT CONSULTANTS AND BUSINESS ANALYSTS

Jobholders in this unit group advise industrial, commercial and other establishments on a variety of management and business-related matters to assist in the formulation of financial and business policies in order to maximise growth or improve business performance.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with a degree or equivalent qualification, but is possible with other academic qualifications. Professional qualifications are available and will be a requirement in some areas.

#### TASKS

- assesses the functions, objectives and requirements of the organisation seeking advice;
- identifies problems concerned with business strategy, policy, organisation, procedures, methods and markets;

- determines the appropriate method of data collection and research methodology, analyses and interprets information gained and formulates and implements recommendations and solutions;
- advises governments, commercial enterprises, organisations and other clients in light of research findings;
- runs workshops, and addresses seminars, conferences and the media to present results of research activity or to express professional views.

### RELATED JOB TITLES

Business adviser  
 Business consultant  
 Business continuity manager  
 Financial risk analyst  
 Management consultant

### 2424 BUSINESS AND FINANCIAL PROJECT MANAGEMENT PROFESSIONALS

Job holders in this unit group manage and oversee major projects across all sectors of modern industry, commerce and the public sector, in areas such as e-commerce, business analysis, finance, product development, marketing, human resources.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry may be via a degree or postgraduate qualification in project management or a subject relevant to the particular sector or via significant relevant work experience in that sector.

### TASKS

- finds out what the client or company wants to achieve;
- agrees timescales, costs and resources needed;
- draws up a detailed plan for how to achieve each stage of the project;
- selects and leads a project team;
- negotiates with contractors and suppliers for materials and services;
- ensures that each stage of the project is progressing on time, on budget and to the right quality standards;
- reports regularly on progress to the client or to senior managers.

### RELATED JOB TITLES

Chief knowledge officer  
 Contracts manager (*security services*)  
 Project manager  
 Research support officer

### 2425 ACTUARIES, ECONOMISTS AND STATISTICIANS

Jobholders in this unit group apply theoretical principles and practical techniques to assess risk and formulate probabilistic outcomes in order to inform economic and business policy, and to analyse and interpret data used to assist in the formulation of financial, business and economic policies in order to maximise growth or improve business performance.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with a relevant degree or equivalent qualification. Professional qualifications are available and mandatory for actuarial occupations.

### TASKS

- assesses the objectives and requirements of the organisation seeking advice;
- uses a variety of techniques and theoretical principles to establish probability and risk in respect of e.g. life insurance or pensions;
- uses appropriate techniques and theoretical principles to determine an appropriate method of data collection and research methodology, analyse and interpret information gained and formulate recommendations on issues such as future trends, improved efficiency;
- designs and manages surveys and uses statistical techniques in order to analyse and interpret the quantitative data collected;
- provides economic or statistical advice to governments, commercial enterprises, organisations and other clients in light of research findings;
- addresses seminars, conferences and the media to present results of research activity or to express professional views.

### RELATED JOB TITLES

Actuarial consultant  
 Actuary  
 Economist  
 Statistician  
 Statistical analyst

## 2426 BUSINESS AND RELATED RESEARCH PROFESSIONALS

Business and related research professionals carry out a variety of research activities for the broadcast and print media, for the police and armed forces intelligence services, for national security agencies and in other non-scientific areas.

2

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification. Training is usually provided on-the-job, or support may be given for postgraduate study. Professional qualifications are available in some areas.

### TASKS

- liaises with production team to generate and develop ideas for film, television and radio programmes;
- research sources for accurate factual material, finds suitable contributors to programmes or print features and deals with any copyright issues;
- briefs presenters, scriptwriters or journalists as required via verbal or written reports;
- provides administrative support for programme development such as booking facilities;
- provides support to criminal intelligence or to military or other security operations by gathering and verifying intelligence data and sources;
- presents findings in the required format, via written reports or presentations;
- researches images for clients in a wide range of media using specialist picture libraries and archives, museums, galleries etc., or commissions new images;
- liaises with client on the appropriate image/s to be used;
- deals with copyright issues and negotiates fees.

### RELATED JOB TITLES

Crime analyst (*police force*)

Fellow (research)

Games researcher (*broadcasting*)

Inventor

## 2429 BUSINESS, RESEARCH AND ADMINISTRATIVE PROFESSIONALS N.E.C.

Workers in this unit group advise on the formulation and implementation of policy in the public and private sectors,

develop and implement substantial business, statistical and administrative systems, and perform a variety of functions not elsewhere classified in MINOR GROUP 242: Business, research and administrative professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants typically possess a degree or an equivalent qualification. Entry is also possible by internal promotion for those with appropriate experience. Training is often provided on-the-job in the form of short courses for specialist areas.

### TASKS

- coordinates the organisation's services and resources, liaising with other senior staff;
- analyses internal processes and systems, recommends and implements procedural and policy changes;
- recruits and manages staff, assigns and delegates tasks and duties, makes changes in procedures to deal with variations in workload;
- develops plans, sets objectives and monitors and evaluates performance;
- prepares and reviews operational and financial reports;
- controls and administers budgets.
- advises national and local government on the interpretation and implementation of policy decisions, acts and regulations, and provides technical assistance in the formulation of policy;
- co-ordinates and directs the activities of Revenue and Customs offices, Job Centres, Benefits Agency offices and other local offices of national government;
- registers and maintains records of all births, deaths and marriages in local authority area, issues appropriate certificates and reports any suspicious causes of death to the coroner.
- negotiates and monitors contracted out services provided by the private sector to local government studies and acts upon any legislation that may affect the local authority.

### RELATED JOB TITLES

Civil servant (grade 6, 7)

Company secretary (qualified)

Policy adviser (*government*)

Registrar (*government*)

## MINOR GROUP 243 ARCHITECTS, TOWN PLANNERS AND SURVEYORS

Architects, town planners and surveyors conduct surveys to determine the exact position of natural and constructed features, design and plan the layout of buildings for commercial, residential, industrial and other uses, prepare bills of quantities for construction projects, and manage major construction projects.

Occupations in this minor group are classified into the following unit groups:

- 2431 ARCHITECTS**
- 2432 TOWN PLANNING OFFICERS**
- 2433 QUANTITY SURVEYORS**
- 2434 CHARTERED SURVEYORS**
- 2435 CHARTERED ARCHITECTURAL TECHNOLOGISTS**
- 2436 CONSTRUCTION PROJECT MANAGERS AND RELATED PROFESSIONALS**

2

### 2431 ARCHITECTS

Architects plan and design the construction and development of buildings and land areas with regard to functional and aesthetic requirements.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require a professional qualification in architecture that will encompass an accredited degree and postgraduate qualification, and at least two years practical experience.

#### TASKS

- liaises with client and other professionals to establish building type, style, cost limitations and landscaping requirements;
- studies condition and characteristics of site, taking into account drainage, topsoil, trees, rock formations, etc.;
- analyses site survey and advises client on development and construction details and ensures that proposed design blends in with the surrounding area;
- prepares detailed scale drawings and specifications for design and construction and submits these for planning approval;
- monitors construction work in progress to ensure compliance with specifications.

#### RELATED JOB TITLES

Architect  
Architectural consultant  
Chartered architect  
Landscape architect

### 2432 TOWN PLANNING OFFICERS

Town planning officers direct or undertake the planning of the layout and the co-ordination of plans for the development of urban and rural areas.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess either an accredited degree or postgraduate qualification and must have completed at least two years' work experience in town planning before gaining professional status.

#### TASKS

- analyses information to establish the nature, extent, growth rate and likely development requirements of the area;
- consults statutory bodies and other interested parties to ensure that local interests are catered for and to evaluate competing development proposals;
- drafts and presents graphic and narrative plans affecting the use of public and private land, housing and transport facilities;
- examines and evaluates development proposals submitted and recommends acceptance, modification or rejection;
- liaises with national and local government and other bodies to advise on urban and regional planning issues.

#### RELATED JOB TITLES

Planning officer (*local government: building and contracting*)  
Town planner  
Town planning consultant

## 2433 QUANTITY SURVEYORS

Quantity surveyors advise on financial and contractual matters relating to, and prepare bills of quantities for, construction projects and provide other support functions concerning the financing and materials required for building projects.

### 2 TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is through professional training and membership of an appropriate professional organisation. Entry to professional examinations will require GCSEs/S grades and A levels/H grades, a BTEC/SQA award, a degree or equivalent qualification. Candidates usually undertake a period of probationary training and professional assessment.

#### TASKS

- liaises with client on project costs, formulates detailed cost plan and advises contractors and engineers to ensure that they remain within cost limit;
- examines plans and specifications and prepares details of the material and labour required for the project;
- prepares bills of quantities for use by contractors when tendering for work;
- examines tenders received, advises client on the most acceptable and assists with preparation of a contract document;
- measures and values work in progress and examines any deviations from original contract;
- measures and values completed contract for authorisation of payment.

#### RELATED JOB TITLES

Quantity surveyor  
Surveyor (*quantity surveying*)

## 2434 CHARTERED SURVEYORS

Chartered surveyors conduct surveys related to the measurement, management, valuation and development of land, natural resources, buildings, other types of property, and infrastructure such as harbours, roads and railway lines.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess an accredited degree, equivalent qualification and/or postgraduate qualification. Entrants must also have successfully completed a probationary training period

and professional assessment. Entry requirements to professional bodies vary.

#### TASKS

- surveys, measures and describes land surfaces to establish property boundaries and to aid with construction or cartographic work;
- surveys mines, prepares drawings of surfaces, hazards and other features to control the extent and direction of mining;
- surveys buildings to determine necessary alterations and repairs;
- measures shore lines, elevations and underwater contours, establishes high and low water marks, plots shore features and defines navigable channels.

#### RELATED JOB TITLES

Building surveyor  
Chartered surveyor  
Hydrographic surveyor  
Land surveyor

## 2435 CHARTERED ARCHITECTURAL TECHNOLOGISTS

Chartered architectural technologists provide architectural design services, negotiate construction projects and manage the development of projects from conception to completion.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Chartered status requires an accredited degree and membership of the Chartered Institute of Architectural Technologists. Professional practice also entails structured Continuing Professional Development.

#### TASKS

- develops construction project briefs and design programmes;
- advises clients on methods of project procurement and forms of contract;
- advises on environmental, regulatory and legal requirements and assesses environmental impact;
- prepares and presents design proposals and manages and coordinates design team;
- monitors compliance with design, statutory and professional requirements, undertakes stage inspections;



- administers contracts and certification and manages project handover;
- evaluates and advises on refurbishment, recycling and deconstruction of buildings;
- manages health and safety and carries out design stage risk assessments.

### RELATED JOB TITLES

Architectural technologist

## 2436 CONSTRUCTION PROJECT MANAGERS AND RELATED PROFESSIONALS

Job holders in this unit group manage and oversee major construction and civil engineering projects and major building contracts for quality of work, safety, timeliness and completion within budget; forecast travel patterns and develop strategies for managing the impact of traffic-related demand.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants normally possess a degree in a relevant subject or equivalent qualification and/or substantial work experience at an appropriate level. Further Continuing Professional Development is available in some areas.

### TASKS

- draws up budgets and timescales for new construction projects based on clients' requirements;

- briefs project team, contractors and suppliers;
- assembles information for invoicing at the end of projects;
- plans work schedules for construction projects based on prior discussion with architects, surveyors etc.;
- hires and may supervise site staff, establishes temporary site offices, takes delivery of materials;
- regularly inspects and monitors progress and quality of work, ensures legal requirements are met;
- identifies defects in work and proposes corrections;
- records, monitors and reports progress;
- forecasts the impact on traffic and transport of new developments (e.g. shopping centre);
- assesses schemes to manage traffic such as congestion charging and parking controls;
- examines accident 'blackspots' to improve road safety;
- writes reports for funding bids and planning authorities and acts as expert witness.

### RELATED JOB TITLES

Contract manager (*building construction*)

Project manager (*building construction*)

Transport planner

## MINOR GROUP 244 WELFARE PROFESSIONALS

Workers in this minor group provide information, advice and support to protect the welfare of vulnerable groups; supervise, counsel and help offenders; and provide spiritual motivation and guidance.

Occupations in this minor group are classified into the following unit groups:

2

- 2442 SOCIAL WORKERS**
- 2443 PROBATION OFFICERS**
- 2444 CLERGY**
- 2449 WELFARE PROFESSIONALS N.E.C.**

### 2442 SOCIAL WORKERS

Social workers provide information, advice and support to those who are socially excluded or are experiencing crisis; they protect the welfare of vulnerable groups including children, young people, people with disabilities, elderly people and people who are mentally or physically ill, and they may specialise in specific areas of work.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Social work is a regulated profession and practitioners must be registered with the appropriate statutory body. To register a social worker must satisfy the criteria for registration. Non-graduates must undertake a three-year degree in social work; graduates with relevant experience may take a two-year postgraduate diploma/Masters degree. Prior relevant work experience or relevant voluntary work is encouraged. Background checks including a CRB check are required.

#### TASKS

- liaises with other health and social care professionals and agencies to identify those in need and at risk within the local community;
- interviews individuals and groups to assess and review the nature and extent of difficulties;
- undertakes and writes up assessments to specified standards;
- arranges for further counselling or assistance in the form of financial or material help;
- organises support and develops care plans to address service users' needs;
- keeps case records, prepares reports and participates in team meetings;
- gives evidence in court;
- participates in training and supervision.

### RELATED JOB TITLES

Psychiatric social worker  
Senior practitioner (*local government: social services*)  
Social worker

### 2443 PROBATION OFFICERS

Probation officers work to rehabilitate offenders. They supervise, counsel and help them before trial, during any prison or community sentence and on release from prison.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Candidates are recruited with a variety of academic qualifications or with relevant experience. In England and Wales all candidates must complete a two-year Diploma in Probation studies. There is a minimum age limit of 20 years to undertake training. In Scotland and Northern Ireland, entry requirements are the same as for social workers. Background checks including a CRB check are required.

#### TASKS

- produces pre-sentence reports to the court about an individual's crime, their personal circumstances, the suitability of sentencing, the likelihood of re-offending and the future risk to the public;
- enforces court orders and serves the public by providing a wide range of supervision programmes for those in receipt of a community sentence;
- draws up probation plans with offenders and helps them follow it, advises them on any work and helps them with any family or social problems;
- works with prisoners in giving advice on problems such as drug and alcohol abuse, addressing training needs, finding work and getting accommodation;
- keeps accurate and comprehensive records.

**RELATED JOB TITLES**

Inspector (*National Probation Service*)  
 Probation officer  
 Youth justice officer

**2444 CLERGY**

Members of the clergy provide spiritual motivation and guidance, conduct worship according to the form of service of a particular faith/denomination and perform related functions associated with religious beliefs and practices.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess a degree or equivalent qualification. Candidates for the clergy according to the Christian faith must pass a residential selection procedure and attend theological college where training includes theological instruction and practical pastoral experience. Training can last up to six years depending upon age, experience and denomination. Entry routes for other religious professionals will vary according to the particular faith concerned.

**TASKS**

- prepares and delivers sermons and talks and leads congregation in worship;
- interprets doctrines and instructs intending clergy members in religious principles and practices;
- provides and arranges the provision of religious instruction to congregation members;
- performs marriages, funerals, baptisms and other special religious rites;
- provides pastoral care to members of the congregation in their homes and in hospitals and counsels those in need of spiritual or moral guidance;
- undertakes administration and social duties as required.

**RELATED JOB TITLES**

Chaplain  
 Minister (*religious organisation*)  
 Pastor  
 Priest  
 Vicar

**2449 WELFARE PROFESSIONALS N.E.C.**

Workers in this unit group perform a variety of welfare-related professional occupations not elsewhere classified in MINOR

GROUP 244: Welfare Professionals.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is via a variety of relevant academic and/or professional qualifications. Background checks including a CRB check are likely to be required.

**TASKS**

- provides activities to assist young people develop and fulfil their potential as individuals and within the community;
- advises and supports families experiencing stress or crisis;
- acts as an advocate for and represents individuals and families at tribunals and similar hearings;
- oversees, supervises and provides counselling for the process of adoption;
- mentors and counsels those with mental health problems;
- provides rehabilitation services to individuals;
- manages volunteers and part-time workers, and liaises with other relevant professionals;
- keeps records and controls budgets.

**RELATED JOB TITLES**

Children's guardian  
 Rehabilitation officer  
 Social services officer  
 Youth worker (professional)

## MINOR GROUP 245 LIBRARIANS AND RELATED PROFESSIONALS

Librarians and related professionals appraise, obtain, organise, develop, preserve and make available collections of written and recorded material, art objects, pictures, artefacts and other items of general and specialised interest.

Occupations in this minor group are classified into the following unit groups:

2

### 2451 LIBRARIANS 2452 ARCHIVISTS AND CURATORS

#### 2451 LIBRARIANS

Librarians appraise, obtain, index, collate and make available library acquisitions and organise and control other library services.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry will normally require an accredited degree or postgraduate qualification. Most postgraduate courses require applicants to have had prior relevant work experience. Professional qualifications and NVQs/SVQs in Information and Library Service are available at Levels 2, 3 and 4.

#### TASKS

- selects and arranges for the acquisition of books, periodicals, audio-visual and other material;
- collects, classifies and catalogues information, books and other material;
- prepares and circulates abstracts, bibliographies, book lists, etc.;
- identifies the information needs of clients, seeks out and evaluates information sources;
- establishes information storage systems to deal with queries and to maintain up to date records;
- manages library borrowing and inter-library loan facilities;
- promotes library services through displays and talks
- provides learning and cultural experiences through events such as author talks, reading groups, formal and informal teaching.

#### RELATED JOB TITLES

Chartered librarian  
Librarian  
Technical librarian  
University librarian

#### 2452 ARCHIVISTS AND CURATORS

Archivists and curators collect, appraise and preserve collections of recorded and other material of historical interest.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require a good first degree in order to gain entry to a relevant postgraduate course. Many postgraduate courses also require applicants to have gained relevant practical experience prior to entry. Training is typically received on-the-job. Professional qualifications leading to NVQs/SVQs in relevant areas at Levels 3, 4 and 5 are available.

#### TASKS

- examines, appraises and advises on the acquisition of exhibits, historic records, government papers and other material;
- classifies material and arranges for its safe keeping and preservation;
- maintains indexes, bibliographies and descriptive details of archive material and arranges for reproductions of items where necessary;
- examines objects to identify any damage and carries out necessary restoration whilst preserving original characteristics;
- makes sure that storage and display conditions protect objects from deterioration and damage;
- allows access to original material or material not on display for researchers;
- develops and promotes ideas for exhibitions and displays;
- negotiates loans of material for specialist displays;
- liaises with school and other groups or individuals, publicises exhibits and arranges special displays for general, specialised or educational interest;
- answers verbal or written enquiries and gives advice on exhibits or other material.

**RELATED JOB TITLES**

Archivist

Conservator

Curator

Keeper (*art galley*)

Museum officer

## MINOR GROUP 246

### QUALITY AND REGULATORY PROFESSIONALS

Quality and regulatory professionals plan, coordinate and technically supervise products or services to ensure they are fit for purpose and meet legal compliance and industry quality standards.

Occupations in this minor group are classified into the following unit groups:

2

- 2461 QUALITY CONTROL AND PLANNING ENGINEERS**
- 2462 QUALITY ASSURANCE AND REGULATORY PROFESSIONALS**
- 2463 ENVIRONMENTAL HEALTH PROFESSIONALS**

#### **2461 QUALITY CONTROL AND PLANNING ENGINEERS**

Quality control and planning engineers plan production schedules, work sequences, and manufacturing and processing procedures to ensure accuracy, quality and reliability.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Quality control and planning engineers usually possess an accredited university degree. After qualifying, periods of appropriate training and experience are required before membership of a chartered engineering institution is achieved. Incorporated engineers possess an accredited university degree, BTEC/SQA award or an apprenticeship leading to an NVQ/SVQ at Level 4. All routes are followed by periods of appropriate training and relevant experience.

#### **TASKS**

- devises inspection, testing and evaluation methods for bought-in materials, components, semi-finished and finished products;
- ensures accuracy of machines, jigs, fixtures, gauges and other manufacturing and testing equipment;
- prepares work flow charts for individual departments and compiles detailed instructions on processes, work methods and quality and safety standards for workers;
- analyses plans, drawings, specifications and safety, quality, accuracy, reliability and contractual requirements;
- prepares plan of sequence of operations and completion dates for each phase of production or processing;
- oversees effective implementation of adopted processes, schedules and procedures.

#### **RELATED JOB TITLES**

Planning engineer  
Quality assurance engineer

Quality control officer (professional)  
Quality engineer

#### **2462 QUALITY ASSURANCE AND REGULATORY PROFESSIONALS**

Jobholders in this unit group plan, organise, co-ordinate and direct the effective measurement monitoring and reporting on the qualitative and regulatory aspects of a specified tangible (industrial production) or non-tangible (service provision) output.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry normally requires a degree or equivalent qualification with relevant experience. Off- and on-the-job training is available. NVQs/SVQs that encompass quality assurance elements are available up to Level 4.

#### **TASKS**

- develops and implements visual, physical, functional or other appropriate measures and tests of quality;
- analyses and reports upon the results of quality control tests to ensure that production remains within specification;
- considers the impact of legislation upon specification requirements;
- examines current operating procedures to determine how quality may be improved;
- examines operating procedures to ensure the process and the product meet regulatory standards and implements changes necessary to ensure compliance.

#### **RELATED JOB TITLES**

Compliance manager  
Financial regulator  
Patent attorney  
Quality assurance manager  
Quality manager

**2463 ENVIRONMENTAL HEALTH PROFESSIONALS**

Jobholders in this unit group use specialist technical skills and knowledge to protect people from health risks associated with the environment in which they live and work. They maintain and safeguard standards, including taking legal action to enforce relevant legislation with regard to public health policy.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants normally require a degree accredited by the Chartered Institute of Environmental Health (CIEH) or the Royal Environmental Health Institute of Scotland (REHIS) in addition to a work-based training placement, followed by professional examinations.

**TASKS**

- inspects businesses for compliance with legislation on health and safety, food hygiene and food standards and takes appropriate action in the event of non-compliance;

- follows up complaints of unsafe workplaces, investigating accidents;
- investigates outbreaks of food poisoning, infectious diseases or pests;
- monitors radiation activity, levels of noise, air, land and water pollution and takes appropriate action when safety levels are exceeded;
- ensures animal welfare for compliance with legislation, issues licences for premises such as pet shops, zoos and abattoirs;
- gives talks at public enquiries and meetings, ensures compliance through education, advice and enforcement;
- initiates legal proceedings and gives evidence in court.

**RELATED JOB TITLES**

Air pollution inspector  
 Environmental health officer  
 Food inspector  
 Public health inspector  
 Technical officer (environmental health)

## MINOR GROUP 247 MEDIA PROFESSIONALS

Media professionals plan, coordinate and technically supervise activities in journalism, public relations and advertising.

Occupations in this minor group are classified into the following unit groups:

- 2471 JOURNALISTS, NEWSPAPER AND PERIODICAL EDITORS**
- 2472 PUBLIC RELATIONS PROFESSIONALS**
- 2473 ADVERTISING ACCOUNTS MANAGERS AND CREATIVE DIRECTORS**

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### 2471 JOURNALISTS, NEWSPAPER AND PERIODICAL EDITORS

Jobholders in this unit group investigate and write up stories and features for broadcasting and for newspapers, magazines and other periodicals, evaluate and manage their style and content and oversee the editorial direction of these types of output and publication.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a degree or equivalent qualification. A variety of postgraduate diplomas is available. NVQs/SVQs covering various aspects of journalism are available at Levels 3 and 4.

#### TASKS

- determines subject matter and undertakes research by interviewing, attending public events, seeking out records, reviewing written work, attending film and stage performances etc.;
- writes articles and features and submits draft manuscripts to newspaper, magazine, periodical or programme editor;
- selects material for broadcast or publication, checks style, grammar, accuracy and legality of content and arranges for any necessary revisions;
- liaises with production staff in checking final proof copies immediately prior to printing.

#### RELATED JOB TITLES

Broadcast journalist  
Editor  
Journalist  
Radio journalist  
Reporter

### 2472 PUBLIC RELATIONS PROFESSIONALS

Public relations professionals plan, organise and co-ordinate the activities that promote the image and understanding of an organisation and its products or services to consumers, businesses, members of the public and other specified audiences.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Most entrants possess A levels/H grades and a degree or equivalent qualification. Further professional qualifications are available.

#### TASKS

- discusses issues of business strategy, products, services and target client base with senior colleagues to identify public relations requirements;
- writes, edits and arranges for the effective distribution of press releases, newsletters and other public relations material;
- addresses individuals, clients and other target groups through meetings, presentations, the media and other events to enhance the public image of an organisation;
- develops and implements tools to monitor and evaluate the effectiveness of public relations exercises.

#### RELATED JOB TITLES

Account manager (*public relations*)  
Information officer (public relations)  
PR consultant  
Press officer  
Public relations officer



## 2473 ADVERTISING ACCOUNTS MANAGERS AND CREATIVE DIRECTORS

Advertising accounts managers and creative directors plan, design, organise and direct the advertising activities of an organisation.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is generally via career progression from related occupations. There are no pre-set entry standards, but in practice most directors hold a degree. Off- and on-the-job training is provided.

### TASKS

- liaises with client to discuss product/service to be marketed, defines target group and assesses the suitability of various media;

- conceives advertising campaign to impart the desired product image in an effective and economical way;
- reviews and revises campaign in light of sales figures, surveys, etc.;
- stays abreast of changes in media, readership or viewing figures and advertising rates;
- arranges conferences, exhibitions, seminars, etc. to promote the image of a product, service or organisation.

### RELATED JOB TITLES

Account manager (*advertising*)

Advertising Manager

Campaign Manager

Creative Director

Projects Manager (*advertising*)



# **MAJOR GROUP 3**

## **ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS**

This major group covers occupations whose main tasks require experience and knowledge of principles and practices necessary to assume operational responsibility and to give technical support to Professionals and to Managers, Directors and Senior Officials.

The main tasks involve the operation and maintenance of complex equipment; legal, business, financial and design services; the provision of information technology services; providing skilled support to health and social care professionals; serving in protective service occupations; and managing areas of the natural environment. Culture, media and sports occupations are also included in this major group. Most occupations in this major group will have an associated high-level vocational qualification, often involving a substantial period of full-time training or further study. Some additional task-related training is usually provided through a formal period of induction.

Occupations in this major group are classified into the following sub-major and minor groups:

### **31 SCIENCE, ENGINEERING AND TECHNOLOGY ASSOCIATE PROFESSIONALS**

- 311 SCIENCE, ENGINEERING AND PRODUCTION TECHNICIANS**
- 312 DRAUGHTSPERSONS AND RELATED ARCHITECTURAL TECHNICIANS**
- 313 INFORMATION TECHNOLOGY TECHNICIANS**

### **32 HEALTH AND SOCIAL CARE ASSOCIATE PROFESSIONALS**

- 321 HEALTH ASSOCIATE PROFESSIONALS**
- 323 WELFARE AND HOUSING ASSOCIATE PROFESSIONALS**

### **33 PROTECTIVE SERVICE OCCUPATIONS**

- 331 PROTECTIVE SERVICE OCCUPATIONS**

### **34 CULTURE, MEDIA AND SPORTS OCCUPATIONS**

- 341 ARTISTIC, LITERARY AND MEDIA OCCUPATIONS**
- 342 DESIGN OCCUPATIONS**
- 344 SPORTS AND FITNESS OCCUPATIONS**

### **35 BUSINESS AND PUBLIC SERVICE ASSOCIATE PROFESSIONALS**

- 351 TRANSPORT ASSOCIATE PROFESSIONALS**
- 352 LEGAL ASSOCIATE PROFESSIONALS**
- 353 BUSINESS, FINANCE AND RELATED ASSOCIATE PROFESSIONALS**
- 354 SALES, MARKETING AND RELATED ASSOCIATE PROFESSIONALS**
- 355 CONSERVATION AND ENVIRONMENTAL ASSOCIATE PROFESSIONALS**
- 356 PUBLIC SERVICES AND OTHER ASSOCIATE PROFESSIONALS**

## SUB-MAJOR GROUP 31

### SCIENCE, ENGINEERING AND TECHNOLOGY ASSOCIATE PROFESSIONALS

Science, engineering and technology associate professionals perform a variety of technical support functions to scientists, technologists, engineers and architects, prepare technical drawings, undertake building inspections, provide technical support for IT operations and users.

#### MINOR GROUP 311

#### SCIENCE, ENGINEERING AND PRODUCTION TECHNICIANS

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Science, engineering and production technicians perform a variety of technical support functions to assist the work of scientists and technologists, assist in the design, development, production and maintenance of electronic systems, perform technical quality assurance related tasks, support the work of building and civil engineers, and perform various other technical support functions for engineers.

Occupations in this minor group are classified into the following unit groups:

- 3111 LABORATORY TECHNICIANS**
- 3112 ELECTRICAL AND ELECTRONICS TECHNICIANS**
- 3113 ENGINEERING TECHNICIANS**
- 3114 BUILDING AND CIVIL ENGINEERING TECHNICIANS**
- 3115 QUALITY ASSURANCE TECHNICIANS**
- 3116 PLANNING, PROCESS AND PRODUCTION TECHNICIANS**
- 3119 SCIENCE, ENGINEERING AND PRODUCTION TECHNICIANS N.E.C.**

#### **3111 LABORATORY TECHNICIANS**

Laboratory technicians carry out routine laboratory tests and checks, and perform a variety of technical support functions requiring the application of established or prescribed procedures and techniques to assist scientists with their research, development, analysis and testing, and to verify the physical, chemical and other characteristics of materials and products.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry varies from employer to employer. Entrants usually possess GCSEs/S grades, an appropriate BTEC/SQA award or a GNVQ/GSVQ. Professional qualifications, NVQs/SVQs at various levels, and apprenticeships are available in some areas of work. Good eyesight, and in some cases, normal colour vision are also required.

#### **TASKS**

- sets up and assists with the construction and the development of scientific apparatus for experimental, demonstration or other purposes;
- prepares and analyses body fluids, secretions and/or tissue to detect infections or to examine the effects of different drugs;

- grows cultures of bacteria and viruses, prepares tissue sections and other organic and inorganic material for examination and stains and fixes slides for microscope work;
- operates and services specialised scientific equipment, undertakes prescribed measurements and analyses and ensures that sterile conditions necessary for some equipment are maintained;
- records and collates data obtained from experimental work and documents all work carried out.

#### **RELATED JOB TITLES**

Laboratory analyst  
Laboratory technician  
Medical laboratory assistant  
Scientific technician  
Water tester

#### **3112 ELECTRICAL AND ELECTRONICS TECHNICIANS**

Electrical and electronics technicians perform a variety of miscellaneous technical support functions to assist with the design, development, installation, operation and maintenance of electrical and electronic systems.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades, an Intermediate GNVQ/GSVQ Level II or a BTEC/ SQA award. NVQs/SVQs in Servicing Electronic Systems are available at Levels 2 and 3.

### TASKS

- plans and prepares work and test schedules based on specifications and drawings;
- sets up equipment, undertakes tests, takes readings, performs calculations and records and interprets data;
- plans installation methods, checks completed installation for safety and controls or undertakes the initial running of the new electrical or electronic equipment or system;
- diagnoses and detects faults and implements procedures to maintain efficient operation of systems and equipment;
- visits and advises clients on the use and servicing of electrical and electronic systems and equipment.

### RELATED JOB TITLES

Avionics technician  
Electrical technician  
Electronics technician  
Installation engineer (*Electricity Supplier*)

## 3113 ENGINEERING TECHNICIANS

Engineering technicians perform a variety of technical support functions to assist engineers with the design, development, operation, installation and maintenance of engineering systems and constructions.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants to training usually possess GCSEs/S grades. Vocational training consists either of full-time study for a BTEC/SQA award followed by two years on-the-job training, or an apprenticeship leading to an NVQ/SVQ at Level 3 or 4. An NVQ/SVQ in Aircraft Engineering Maintenance at Level 3 plus further professional qualifications are required to become a licensed aircraft engineer.

### TASKS

- plans and prepares work and test schedules based on specifications and drawings;
- sets up equipment, undertakes tests, takes readings, performs calculations and records and interprets data;

- prepares estimates of materials, equipment and labour required for engineering projects;
- diagnoses and detects faults and implements procedures to maintain efficient operation of systems and equipment;
- inspects completed aircraft maintenance work to certify that it meets standards and the aircraft is ready for operation;
- visits and advises clients on the use and servicing of mechanical and chemical engineering products and services.

### RELATED JOB TITLES

Aircraft technician  
Commissioning engineer  
Engineering technician  
Manufacturing engineer  
Mechanical technician

## 3114 BUILDING AND CIVIL ENGINEERING TECHNICIANS

Building and civil engineering technicians perform a variety of technical support functions to assist civil and building engineers.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a relevant BTEC/SQA award or an Advanced GNVQ/GSVQ Level III. The status of engineering technician is obtained after a period of further training at work and upon gaining the membership of a professional engineering institution.

### TASKS

- sets up apparatus and equipment and undertakes field and laboratory tests of soil and work materials;
- performs calculations and collects, records and interprets data;
- sets out construction site, supervises excavations and marks out position of building work to be undertaken;
- inspects construction materials and supervises work of contractors to ensure compliance with specifications and arranges remedial work as necessary.

### RELATED JOB TITLES

Building services consultant  
Civil engineering technician  
Survey technician  
Technical assistant (*civil engineering*)

**3115 QUALITY ASSURANCE TECHNICIANS**

Quality assurance technicians perform a variety of technical inspections and testing and monitoring tasks to detect processing, manufacturing and other defects.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants normally possess GCSEs/S grades, a BTEC/ SQA award or A levels/H grades. Training is typically received on-the-job, supplemented by training courses where instruction in specific techniques is required. Various industry-specific NVQs/SVQs encompass aspects of quality control.

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**TASKS**

- sets up scientific, electronic, or other technical equipment to perform functional and inspection tests;
- analyses and interprets the results of tests undertaken and writes up reports upon completion;
- supervises the work of routine inspection staff and notes any defects reported;
- assists quality control engineers in undertaking production audits;
- liaises with production engineers and staff to maintain the quality of output and to develop quality management systems.

**RELATED JOB TITLES**

Quality assurance technician  
Quality control technician  
Quality officer  
Quality technician  
Test technician

**3116 PLANNING, PROCESS AND PRODUCTION TECHNICIANS**

Job holders in this unit group perform a variety of technical support functions to assist production, process and planning engineers with production programmes and schedules and with manufacturing and processing procedures in order to ensure accuracy, cost-effectiveness and efficiency.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants to training usually possess GCSEs/ S grades. Vocational training consists either of full-time study for a BTEC/SQA National

award followed by two years on-the-job training, or an apprenticeship leading to an NVQ/SVQ at Level 3.

**TASKS**

- supports planning and production engineers in assessing existing and alternative production methods;
- works from, and helps implement, professional engineers' drawings and specifications for equipment and layout, and helps implement modifications required for existing plant machinery/layout;
- works with engineers on production control methods to monitor operational efficiency and helps to eliminate potential hazards and bottlenecks in production;
- liaises with materials buying, storing and controlling departments to ensure a steady flow of supplies;
- supports professional engineers in reviewing safety, quality, accuracy, reliability and contractual requirements;
- supports implementation of plans of sequence of operations and completion dates for each phase of production or processing;
- ensures implementation of inspection, testing and evaluation methods for bought-in materials, components, semi-finished and finished products;
- ensures accuracy of manufacturing and testing equipment;
- ensures effective completion and implementation of detailed instructions on processes, work methods and quality and safety standards for workers.

**RELATED JOB TITLES**

Process technician  
Production controller  
Production planner  
Production technician

**3119 SCIENCE, ENGINEERING AND PRODUCTION TECHNICIANS N.E.C.**

Job holders in this unit group perform a variety of technical support functions not elsewhere classified in MINOR GROUP 311: Science, Engineering and Production Technicians.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry varies from employer to employer. Entrants usually possess GCSEs/S grades, a BTEC/SQA award or an Intermediate GNVQ/

GSVQ Level II. Professional qualifications are available and may be required in some areas of work.

**TASKS**

- sets up apparatus for experimental, demonstration or other purposes;
- undertakes tests and takes measurements and readings;
- performs calculations and records and interprets data;

- otherwise assists technologists as directed.

**RELATED JOB TITLES**

- School technician
- Technical assistant
- Technician
- Textile consultant
- Workshop technician

## MINOR GROUP 312 DRAUGHTSPERSONS AND RELATED ARCHITECTURAL TECHNICIANS

Workers in this minor group prepare technical drawings, plans and charts and give technical assistance to planners and architects.

Occupations in this minor group are classified into the following unit groups:

- 3121 ARCHITECTURAL AND TOWN PLANNING TECHNICIANS**
- 3122 DRAUGHTSPERSONS**

### 3121 ARCHITECTURAL AND TOWN PLANNING TECHNICIANS

Architectural and town planning technicians perform a variety of technical support functions to assist architects and planners with the design of buildings and the layout of urban and rural areas.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants possess a variety of qualifications including GCSEs/S grades, a BTEC/SQA award, an Advanced GNVQ/GSVQ Level III or a degree. Professional qualifications are available and membership to professional institutions may be required for some posts.

#### TASKS

- investigates proposed design with regard to practicality, cost and use;
- prepares building plans, drawings and specifications for use by contractors;
- liaises with engineers and building contractors regarding technical construction problems and attends site meetings on behalf of architect;
- surveys land and property uses and prepares report for planning authority;
- issues development permits as authorised;
- checks that completed work conforms to specifications.

#### RELATED JOB TITLES

Architectural assistant  
Architectural technician  
Construction planner  
Planning enforcement officer

### 3122 DRAUGHTSPERSONS

Draughtspersons prepare technical drawings, plans, maps, charts and similar items.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades, BTEC/ SQA awards, an appropriate GNVQ/GSVQ or A levels/H grades. Further training consists of courses of study and supervised practical experience.

#### TASKS

- examines design specification to determine general requirements;
- considers the suitability of different materials with regard to the dimensions and weight and calculates the likely fatigue, stresses, tolerances, bonds and threads;
- prepares design drawings, plans or sketches and checks feasibility of construction and compliance with safety regulations;
- prepares detailed drawings, plans, charts or maps that include natural features, desired surface finish, elevations, electrical circuitry and other details as required;
- arranges for completed drawings to be reproduced for use as working drawings.

#### RELATED JOB TITLES

CAD operator  
Cartographer  
Design technician  
Draughtsman



## MINOR GROUP 313 INFORMATION TECHNOLOGY TECHNICIANS

Workers in this minor group are responsible for the day-to-day running of IT systems and networks, and provide technical support, advice and guidance for users and customers.

Occupations in this minor group are classified into the following unit groups:

- 3131 IT OPERATIONS TECHNICIANS**
- 3132 IT USER SUPPORT TECHNICIANS**

### 3131 IT OPERATIONS TECHNICIANS

IT operations technicians are responsible for the day-to-day running of IT systems and networks including the preparation of back-up systems, and for performing regular checks to ensure the smooth functioning of such systems.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications and/or relevant experience. Entrants typically possess GCSEs/S grades and A levels/H grades together with appropriate NVQ/SVQ (Levels 2, 3 or 4) or an equivalent vocational qualification. Some employers may demand a relevant degree. Training is provided off- and on-the-job supplemented by specialised courses. Postgraduate and professional qualifications and apprenticeships in some areas are available.

#### TASKS

- administers, monitors and supports internal/external networks, servers, email, database and security systems;
- configures and sets up new server systems;
- schedules and performs system maintenance tasks, such as loading user applications, programs and data;
- analyses systems and makes recommendations to improve performance;
- identifies problems, agrees remedial action and undertakes emergency maintenance if required;
- performs server backup and recovery operations and restarts systems following outages;
- acts as a liaison between users, outside suppliers, and other technical teams.

#### RELATED JOB TITLES

Computer games tester  
Database administrator  
IT technician  
Network administrator  
Systems administrator

### 3132 IT USER SUPPORT TECHNICIANS

IT user support technicians are responsible for providing technical support, advice and guidance for internal/external users of IT systems and applications, either directly or by telephone, e-mail or other network interaction.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications and/or relevant experience. Entrants typically possess GCSEs/S grades and A levels/H grades together with appropriate NVQ/SVQ (Levels 2, 3 or 4) or an equivalent vocational qualification. Some employers may demand a relevant degree. Training is provided off- and on-the-job supplemented by specialised courses. Postgraduate and professional qualifications and apprenticeships in some areas are available.

#### TASKS

- provides technical support to IT users;
- advises users on how to resolve hardware and software problems;
- installs and upgrades hardware, cables, operating systems and/or appropriate software;
- facilitates user access to systems;
- refers more complex or intractable problems to appropriate IT professionals;
- researches possible solutions in user guides, technical manuals and other documents;
- maintains a log of work in progress, calls received, actions taken and problems detected;
- reports on commonly occurring queries to detect underlying problems.

#### RELATED JOB TITLES

Customer support analyst  
Help desk operator  
IT support technician  
Systems support officer

## SUB-MAJOR GROUP 32

# HEALTH AND SOCIAL CARE ASSOCIATE PROFESSIONALS

Health and social care associate professionals provide a variety of technical support functions and services for health professionals in the treatment of patients to assist physical and psychological recovery, and provide social care and related community services.

### MINOR GROUP 321

## HEALTH ASSOCIATE PROFESSIONALS

Workers in this minor group provide a variety of technical support functions for a range of health professionals such as administering first aid treatment in emergencies, operating x-ray and other imaging equipment, fitting hearing aids and spectacles, dispensing medicines, and fitting, servicing and repairing medical and dental devices.

**3** Occupations in this minor group are classified into the following unit groups:

- 3213 PARAMEDICS**
- 3216 DISPENSING OPTICIANS**
- 3217 PHARMACEUTICAL TECHNICIANS**
- 3218 MEDICAL AND DENTAL TECHNICIANS**
- 3219 HEALTH ASSOCIATE PROFESSIONALS N.E.C.**

### 3213 PARAMEDICS

Paramedics provide first aid and life support treatment in emergency situations and transport sick and injured people who require skilled treatment.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is via a student paramedic position with an ambulance service trust or completion of an approved full-time university course in paramedical science. Qualification requirements for entry to university courses vary (GCSEs, A levels or equivalent). A full, manual driving licence (with appropriate classifications) is required. Paramedics working in the NHS must be registered with the Health Professions Council.

#### TASKS

- drives ambulance or accompanies driver to respond to calls for assistance at accidents, emergencies and other incidents;
- assesses the nature of injuries, provides first aid treatment and ascertains appropriate method of conveying patient;
- resuscitates and/or stabilises patient using relevant techniques, equipment and drugs;
- transports and accompanies patients who either require or potentially require skilled treatment whilst travelling;
- briefs other medical staff when handing over the patient, and completes patient report forms describing the patient's condition and any treatment provided.

### RELATED JOB TITLES

Ambulance paramedic  
Emergency care practitioner  
Paramedic  
Paramedic-ECP

### 3216 DISPENSING OPTICIANS

Dispensing opticians supply, fit and service spectacles, contact lenses and other optical aids in accordance with a prescription from an ophthalmologist or optometrist.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades or equivalent qualifications or experience, followed by up to three years training approved by the Association of British Dispensing Opticians (ABDO). Full-time, day-release or distance-learning options are available.

#### TASKS

- interprets prescription and measures patient's face to determine distance between pupil centres, height of bridge of nose, etc.;
- advises patient on lens type and choice of spectacle frames;
- prepares detailed instructions for workshop;
- ensures that completed spectacles conform to specification and fit the patient correctly and comfortably;

- fits spectacles and advises patient on lens care and any other difficulties likely to be experienced.

### RELATED JOB TITLES

Dispensing optician  
Optical dispenser

### 3217 PHARMACEUTICAL TECHNICIANS

Pharmaceutical technicians work in hospitals or in the community and assist pharmacists in the preparation and dispensing of drugs and medicines.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants to training usually possess GCSEs/S grades or the equivalent. Training is typically a combination of practical experience and study at a college or by open learning towards vocational qualifications. To register as a pharmacy technician with the Royal Pharmaceutical Society of Great Britain an NVQ/SVQ in Pharmacy Services at Level 3 is required

### TASKS

- checks received prescriptions for legality and accuracy;
- prepares drugs and medicines under the supervision of pharmacist;
- prepares specialised, tailor-made drugs for intravenous administration by hospital medical staff;
- labels and checks items prior to dispensing;
- maintains records of prescriptions received and drugs issued;
- advises patients or customers on the use of drugs prescribed or medication purchased over the counter;
- checks stock levels, orders new stock from pharmaceutical companies and ensures that drugs are stored appropriately.

### RELATED JOB TITLES

Dispensing technician  
Pharmaceutical technician  
Pharmacy technician

### 3218 MEDICAL AND DENTAL TECHNICIANS

Medical and dental technicians operate, calibrate and maintain cardiographic and encephalographic testing equipment, assist in the conduct of post mortems, give simple dental treatments, fit artificial limbs and hearing aids, and undertake a wide range of related medical and dental tasks.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades, BTEC/SQA awards, an Intermediate GNVQ/GSVQ Level II or A levels/H grades. Training may last up to five years depending upon the field and method of study. Professional qualifications and NVQs/SVQs at Level 3 are available in some areas.

### TASKS

- operates equipment to diagnose and record or treat hearing, heart, brain, lung and kidney ailments;
- undertakes scaling and polishing of teeth, applies medicaments, carries out post-operative hygiene work and advises on preventative dentistry;
- makes dentures, crowns, bridges, orthodontic and other dental appliances according to individual patient requirements;
- measures patients for, and fits them with, surgical appliances, hearing aids and artificial limbs;
- performs related medical tasks including treating hair and scalp disorders and conducting tests on glaucoma patients;
- takes samples for clinical examination.

### RELATED JOB TITLES

Cardiographer  
Dental hygienist  
Dental technician  
Medical technical officer  
Orthopaedic technician

### 3219 HEALTH ASSOCIATE PROFESSIONALS N.E.C.

Job holders in this unit group carry out a variety of technical and complementary support functions not elsewhere classified in MINOR GROUP 321: Health Associate Professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess an accredited degree or postgraduate qualification. Training can take between two to five years depending upon the chosen method of study. Courses provide a mixture of theoretical study and practical experience. Membership of professional bodies may be mandatory in some areas.

### TASKS

- prescribes diet therapy and gives advice to patients, health care professionals and the public on dietetic and nutritional

matters for those with special dietary requirements or to prevent illness;

- diagnoses and treats disorders of vision and eye movements, monitors subsequent progress and recommends further optical, pharmacological or surgical treatment as required;
- manipulates and massages patient to discover the cause of pain, relieve discomfort, restore function and mobility and to correct irregularities in body structure;
- inserts needles under the skin, administers aromatic herbs and oils and massages body to relieve pain and restore health;

- advises and prescribes in areas of complementary and alternative medicine.

#### **RELATED JOB TITLES**

Acupuncturist  
Homeopath  
Hypnotherapist  
Massage therapist  
Reflexologist  
Sports therapist

## MINOR GROUP 323

### WELFARE AND HOUSING ASSOCIATE PROFESSIONALS

Welfare and housing associate professionals organise and provide social welfare and related community services including working with children and young people, address the housing needs of individuals or localities, assist those with physical and mental disabilities or illnesses, investigate cases of abuse or neglect, provide counselling services and perform other welfare functions.

Occupations in this minor group are classified into the following unit groups:

- 3231 YOUTH AND COMMUNITY WORKERS**
- 3233 CHILD AND EARLY YEARS OFFICERS**
- 3234 HOUSING OFFICERS**
- 3235 COUNSELLORS**
- 3239 WELFARE AND HOUSING ASSOCIATE PROFESSIONALS N.E.C.**

#### 3231 YOUTH AND COMMUNITY WORKERS

Youth and community workers provide support to individuals or groups of individuals through a range of activities or services that aim to encourage participation in social and community life and promote personal and social development.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements though a minimum age for appointment between 18 and 21 normally applies. Most qualified youth workers possess an accredited diploma in higher education or postgraduate diploma in youth and community work. A majority of qualifying courses are for people aged over 21 years of age. Background checks including a CRB check are likely to be required.

#### TASKS

- organises social, recreational and educational activities in local community and youth groups;
- undertakes the day-to-day running of community centres and supervises the activities of part-time and voluntary workers;
- liaises and supports voluntary workers running groups in village halls, churches, mosques and other places of worship;
- advises individuals with particular needs or problems through informal discussion, individual counselling or formal group discussion;
- helps set up credit unions, encourages parents to establish playgroups, works with other groups to find solutions to shared concerns or problems.

#### RELATED JOB TITLES

Community development officer  
Youth and community worker  
Youth project coordinator  
Youth worker

#### 3233 CHILD AND EARLY YEARS OFFICERS

Child and early years officers work with babies and with children up to 14 years of age (or 16 for those with special needs), providing support, help and advice to individuals or within a family context.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal qualification requirements for entry although many employers will expect those appointed to have A-levels and to be working towards a relevant diploma or degree, together with work experience in a relevant field. For some roles workers must be registered with the appropriate statutory body. Some jobs are regulated and require job holders to satisfy the criteria for registration (including holding appropriate qualifications). Background checks including a CRB check are mandatory.

#### TASKS

- deals with issues relating to poor attendance at school;
- works with social worker to identify, plan and deliver appropriate support to families facing a variety of difficulties;
- advises clients and their families on available resources;
- writes up case notes, prepares reports, keeps up-to-date records on clients;

- makes referrals to other agencies such as social services and educational psychologists;
- attends meetings with colleagues and outside agencies.

### RELATED JOB TITLES

Child protection officer  
Education welfare officer  
Portage worker (*educational establishments*)

### 3234 HOUSING OFFICERS

Housing officers assess and address housing needs of particular localities and individuals and oversee the day-to-day management of rented properties belonging to local authorities or housing associations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications and/or relevant work experience. NVQs/SVQs in Housing are available at Levels 2, 3 and 4. Professional qualifications are available and may be required for some posts.

### TASKS

- Oversees the day-to-day running of rented properties including arranging for the signing of leases, rent collection and maintenance work;
- interviews prospective tenants and allocates properties to waiting list applicants;
- carries out regular inspections of properties to assess and ensure they are in a good state of repair;
- ensures that special needs accommodation is suited to the needs of particular groups such as the elderly and disabled, and that statutory requirements for providing accommodation are met;
- refers tenants to appropriate sources of benefits and welfare;
- deals with payment of rents and arrears, arranges for legal action where necessary;
- supports tenants' groups;
- works closely with other agencies such as social services departments and welfare rights groups.

### RELATED JOB TITLES

Housing adviser  
Housing officer  
Homeless prevention officer  
Housing support officer

### 3235 COUNSELLORS

Jobholders in this unit group provide counselling services to clients with a wide variety of problems by means of assisting them to reach their own resolutions to the difficulties they face. Counsellors may specialise in a particular area or client group or address a wide range of issues.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal qualifications to entry but relevant experience is necessary. Many employers will expect entrants to have achieved or be working towards accreditation with a professional body via certification or a diploma in counselling. Background checks including a CRB check are likely to be required for counsellors working with vulnerable adults and/or families.

### TASKS

- meets clients face-to-face, working either one-to-one or with couples or families, or by telephone or internet;
- encourages clients to discuss their feelings in relation to their problems, aiming to ensure that an understanding of the issues is achieved;
- presents different perspectives to the problem areas identified;
- refers to other appropriate sources of help;
- keeps accurate and confidential records.

### RELATED JOB TITLES

Counsellor (*welfare services*)  
Debt adviser  
Drugs and alcohol counsellor  
Student counsellor

### 3239 WELFARE AND HOUSING ASSOCIATE PROFESSIONALS N.E.C.

Workers in this unit group provide pastoral care relating to religious denominations, and a variety of welfare-related services including advice on benefits, health, disability and residential care not elsewhere classified in MINOR GROUP 323: Welfare and Housing Associate Professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications and/or experience. Professional qualifications may be required for some posts. Background checks including a CRB check are likely to be required for those working with vulnerable adults and/or families.

## TASKS

- advises on rights and entitlements in relation to benefits, health, discrimination and welfare;
- advises individuals and families experiencing problems about available resources to assist them;
- assists and liaises with professionals in social work, the probation service and related welfare areas;
- organises day, residential and home care services;
- helps to put together care plans and follows professional's care plans;
- maintains records and compiles reports on clients;

- keeps up to date with legislation;
- performs pastoral care duties, preaches sermons and conducts some services in accordance with the relevant faith or denomination.

## RELATED JOB TITLES

Day centre officer  
Health coordinator  
Key worker (*welfare services*)  
Outreach worker (*welfare services*)  
Probation services officer  
Project worker (*welfare services*)

## SUB-MAJOR GROUP 33

# PROTECTIVE SERVICE OCCUPATIONS

Workers in protective service occupations serve in the armed forces, the police force, fire service, prison service and perform other protective service roles.

### MINOR GROUP 331

## PROTECTIVE SERVICE OCCUPATIONS

Workers in this minor group serve in Her Majesty's, foreign and Commonwealth armed forces, investigate crimes and maintain law and order, fight fires and advise on fire prevention, guard inmates and maintain discipline at prisons and detention centres, and perform other miscellaneous protective service roles.

**3** Occupations in this minor group are classified into the following unit groups:

- 3311 NCOs AND OTHER RANKS**
- 3312 POLICE OFFICERS (SERGEANT AND BELOW)**
- 3313 FIRE SERVICE OFFICERS (WATCH MANAGER AND BELOW)**
- 3314 PRISON SERVICE OFFICERS (BELOW PRINCIPAL OFFICER)**
- 3315 POLICE COMMUNITY SUPPORT OFFICERS**
- 3319 PROTECTIVE SERVICE ASSOCIATE PROFESSIONALS N.E.C.**

### 3311 NCOs AND OTHER RANKS

Those holding jobs in this unit group are full-time members of the armed forces of the UK, the Commonwealth and other foreign countries and perform military duties for which there is no civilian equivalent.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

For most positions entry does not depend upon academic qualifications. Entrants generally have to pass a selection interview and physical and medical examinations. Entry to certain trades requires GCSEs/S grades or equivalent qualifications.

#### TASKS

- receives and responds to commands from senior officers;
- monitors, operates, services and repairs military equipment;
- takes part in military operations in situations of conflict and provides aid if required in emergency situations such as civil disorder, natural disasters and major accidents;
- engages in peacekeeping operations and enforces ceasefire agreements;
- stands watch and guards military establishments and other buildings;
- trains and exercises using various military equipment and tactics;

- undertakes specialist activities such as operating communications equipment, driving military vehicles;
- patrols areas of possible military activity;
- leads and trains new recruits and lower ranks, looks after their discipline and welfare.

#### RELATED JOB TITLES

Aircraftman  
 Aircraft technician (*armed forces*)  
 Lance-corporal  
 Sergeant (*armed forces*)  
 Soldier  
 Weapons engineer (*armed forces*)

### 3312 POLICE OFFICERS (SERGEANT AND BELOW)

Police officers (Sergeant and below) co-ordinate and undertake the investigation of crimes, patrol public areas, arrest offenders and suspects and enforce law and order. Officers of the British Transport Police operate within the specialised police service for the railway network across Britain.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no academic requirements for entry to the civilian (Home Office) police although eligibility criteria vary across individual police forces. Entrants must sit an entry test and pass



a medical examination. All police officers undergo a two year probationary training period. Residency, nationality and age restrictions apply, and background security checks are carried out in respect of entrants.

### TASKS

- receives instructions from senior officers and patrols an assigned area on foot, horseback, motorcycle, motor car or boat to check security and enforce regulations;
- directs and controls traffic or crowds at demonstrations and large public events;
- investigates complaints, crimes, accidents, any suspicious activities or other incidents;
- interviews suspects, takes statements from witnesses and stops, searches and/or arrests suspects;
- attends accidents;
- prepares briefs or reports for senior officers;
- works on station reception desk and or in communications room;
- gives evidence in court cases.

### RELATED JOB TITLES

Detective (*police service*)

Police constable

Police officer

Sergeant

Transport police officer

### 3313 FIRE SERVICE OFFICERS (WATCH MANAGER AND BELOW)

Workers in this unit group co-ordinate and participate in fire fighting activities, provide emergency services in the event of accidents or bomb alerts, and advise on fire prevention.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although applicants to fire control roles must demonstrate basic literacy and numeracy, keyboard and communication skills. Applicants to fire-fighter roles must pass psychological, physical and medical tests. Some Fire and Rescue Services operate direct entry recruitment processes to managerial operational roles. There is a minimum age limit of 18 years for entry to fire-fighter and control operator roles.

### TASKS

- inspects premises to identify potential fire hazards and to check that fire fighting equipment is available and in working order and that statutory fire safety regulations are met;
- arranges fire drills and tests alarm systems and equipment;
- travels to fire or other emergency by vehicle and locates water mains if necessary;
- operates hose pipes, ladders, chemical, foam, gas or powder fire extinguishing appliances;
- rescues people or animals trapped by fire and administers first aid;
- removes goods from fire damaged premises, clears excess water, makes safe any structural hazards and takes any other necessary steps to reduce damage to property;
- attends and deals with bomb alerts and accidents involving spillage of hazardous substances;
- advises on fire safety measures in new buildings;
- supervises a watch.

### RELATED JOB TITLES

Fire engineer

Fire safety officer

Firefighter

Watch manager (*fire service*)

### 3314 PRISON SERVICE OFFICERS (BELOW PRINCIPAL OFFICER)

Prison service officers (below Principal Officer) direct, co-ordinate and participate in guarding inmates and maintaining discipline in prisons and other detention centres.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements for entry but candidates must pass a pre-entry test and full medical examination. Basic training is followed by a 12 month probationary period during which further on-the-job training is provided. Background checks are required for entrants, and there are generally nationality restrictions and a lower age limit of 18 years.

### TASKS

- escorts prisoners to and from cells and supervises them during meals, recreation and visiting periods;

- watches for any infringements of regulations and searches prisoners and cells for weapons, drugs and other contraband items;
- guards entrances and perimeter walls;
- investigates disturbances or any other unusual occurrences;
- escorts prisoners transferred from one institution to another;
- runs prisoner rehabilitation and support programmes;
- provides care and support to prisoners in custody including prevention of self harm;
- trains and supervises prison staff;
- reports on prisoners' conduct as necessary.

### RELATED JOB TITLES

Prison custodial officer  
 Prison escort officer  
 Prison officer  
 Prison warden

### 3315 POLICE COMMUNITY SUPPORT OFFICERS

Police Community Support Officers (PCSOs) support the local police force by patrolling the streets to provide a visible and reassuring presence and to tackle a range of crime and disorder problems. PCSOs are also attached to the British Transport Police who operate the specialised police service for the railway network across Britain.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal educational requirements although entrants must pass written tests and undergo a medical check including an eyesight test. Nationality restrictions apply and background security checks will be made.

### TASKS

- patrols a geographic area to monitor and deter criminal and anti-social activity and disorderly conduct;
- assists police officers at crime scenes and major events;
- carries out house-to-house enquiries;
- provides crime prevention advice and helps to support victims of crime;
- may detain someone pending the arrival of a police officer;
- may direct traffic and arrange for vehicles to be removed.

### RELATED JOB TITLES

Civilian support officer (*police service*)  
 Community support officer (*police service*)  
 Police community support officer

### 3319 PROTECTIVE SERVICE ASSOCIATE PROFESSIONALS N.E.C.

Workers in this unit group inspect goods to ensure compliance with regulations concerning payment of duty, establish that persons entering and leaving the UK have necessary authorisation for crossing national borders, monitor maritime conditions, undertake search and rescue operations, plan and coordinate services of private detection agencies and security measures for individuals, establishments or organisations, and perform other security and protective service occupations not elsewhere classified in MINOR GROUP 331: Protective Service Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

These posts have varying entry requirements. Some posts require no academic qualifications whereas others require GCSEs/S grades and/or relevant practical experience. Entry to some occupations is followed by periods of assessed probationary training and professional examinations.

### TASKS

- examines, weighs and counts goods imported by ship or aircraft, ensures that the declared value of goods is satisfactory and that duties and taxes have been paid;
- examines passports, visas, work permits and other immigration documents, and allows or refuses entry into the UK;
- maintains revenue control at breweries, tobacco factories and other premises where dutiable goods are manufactured, processed or stored;
- visits racecourses, greyhound stadiums and betting shops to ensure compliance with legal requirements;
- broadcasts information on weather and maritime conditions, monitors shipping and provides instruction to navigators;
- receives distress messages, alerts other appropriate rescue services and participates in search and rescue operations;
- photographs, fingerprints and undertakes other forms of forensic examination at the scene of a crime;
- analyses security requirements, advises clients, and develops, monitors and improves security measures;
- supervises and assigns duties to security and detection staff.

## **RELATED JOB TITLES**

Customs officer

Immigration officer

Operations manager (*security services*)

Scenes of crime officer

Security manager

## SUB-MAJOR GROUP 34

# CULTURE, MEDIA AND SPORTS OCCUPATIONS

Workers in this sub-major group create and restore artistic works; write, edit and evaluate literary material; perform in acts of entertainment; arrange and perform musical compositions; produce television, film and stage presentations; present television and radio broadcasts; operate camera, sound and lighting equipment; design commercial and industrial products; compete in sporting events for financial reward; and provide training and instruction for sporting and recreational activities.

### MINOR GROUP 341

#### ARTISTIC, LITERARY AND MEDIA OCCUPATIONS

Workers in this minor group create and restore artistic work; write, evaluate and edit literary material; translate written and spoken statements; perform in films, theatre and other acts of entertainment; write, arrange and perform musical compositions; produce, direct, present and participate in television programmes, films and stage presentations; create artistic content for various media; and promote and administer artistic and cultural activities.

Occupations in this minor group are classified into the following unit groups:

- 3411 ARTISTS**
- 3412 AUTHORS, WRITERS AND TRANSLATORS**
- 3413 ACTORS, ENTERTAINERS AND PRESENTERS**
- 3414 DANCERS AND CHOREOGRAPHERS**
- 3415 MUSICIANS**
- 3416 ARTS OFFICERS, PRODUCERS AND DIRECTORS**
- 3417 PHOTOGRAPHERS, AUDIO-VISUAL AND BROADCASTING EQUIPMENT OPERATORS**

#### **3411 ARTISTS**

Artists create artistic works using appropriate techniques, materials and media; design artwork and illustrations; and restore damaged pieces of art.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No specific academic qualifications are required although a variety of vocational qualifications, degrees and postgraduate courses are available. Entry can be based upon portfolio work.

#### **TASKS**

- conceives and develops ideas and ways of working for artistic composition;
- selects appropriate materials, medium and method;
- prepares sketches, scale drawings or colour schemes;
- builds up composition into finished work by carving, sculpting, etching, painting, engraving, drawing, etc.;
- approaches managers of galleries and exhibitions in order to get finished work displayed;
- uses artistic skills to restore damaged artworks;

- liaises with writers and publishers to produce book illustrations;
- markets and sells finished work directly to customers;
- produces works on commission basis for clients.

#### **RELATED JOB TITLES**

Artist  
Illustrator  
Portrait painter  
Sculptor

#### **3412 AUTHORS, WRITERS AND TRANSLATORS**

Job holders in this unit group write, edit and evaluate literary material for publication excluding material for newspapers, magazines and other periodicals but including scripts and narrative for film, TV, radio and computer games and animations; and translate spoken and written statements into different languages.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible with a variety of academic qualifications and/or relevant experience. Postgraduate and professional qualifications are available and are required for some occupations.

**TASKS**

- determines subject matter and researches as necessary by interviewing, attending public events, seeking out records, observing etc.;
- generates and develops creative ideas for literary material;
- selects material for publication, checks style, grammar and accuracy of content, arranges for any necessary revisions and checks proof copies before printing;
- negotiates contracts with freelance agents and with buyer on behalf of writer;
- writes instruction manuals and user guides, technical reports, catalogues and indexes, prepares sales literature and writes technical articles for trade journals;
- converts documents or spoken statements from original or source language into another language;
- provides communication support for the hard of hearing or the visually impaired.

**RELATED JOB TITLES**

Copywriter  
 Editor (books)  
 Interpreter  
 Technical author  
 Translator  
 Writer

**3413 ACTORS, ENTERTAINERS AND PRESENTERS**

Actors, entertainers and presenters sing, portray roles in dramatic productions, perform comedy routines, gymnastic feats and tricks of illusion, train animals to perform and perform with them, and introduce and present radio and television programmes.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry does not depend on academic qualifications although some drama schools require candidates to have GCSEs/S grades or A levels/H grades or a degree. Entry can be based upon an audition. Membership of the appropriate trade union is usually required. NVQs/SVQs in performing arts are available.

**TASKS**

- studies script, play or book and prepares and rehearses interpretation;
- assumes character created by a playwright or author and communicates this to an audience;

- performs singing, comedy, acrobatic, illusion and conjuring routines;
- trains animals to perform entertaining routines and may perform with them;
- introduces and presents radio and television programmes, reads news bulletins and makes announcements;
- conducts interviews and prepares reports for news broadcasts, current affairs programmes and documentaries;
- plays pre-recorded music at nightclubs, discotheques, and private functions.

**RELATED JOB TITLES**

Actor  
 Disc jockey  
 Entertainer  
 Presenter (*broadcasting*)  
 Singer

**3414 DANCERS AND CHOREOGRAPHERS**

Dancers and choreographers devise, direct, rehearse and perform classical and contemporary dance routines.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements, although some dance schools may require candidates to have passed relevant dance Graded Examinations. Entry to courses is often via audition. Medical and physical assessments are required. Performers' courses typically last three years and lead to a diploma or certificate awarded by the school. Some degree courses are also available.

**TASKS**

- builds and maintains stamina, physical strength, agility and general health through fitness exercises and healthy eating;
- attends rehearsals to develop and practice dance routines for performance;
- participates in dance performance;
- demonstrates and directs dance moves, monitors and analyses technique and performance, and determines how improvements can be made.

**RELATED JOB TITLES**

Ballet dancer  
 Choreographer  
 Dancer  
 Dance teacher

**3415 MUSICIANS**

Musicians write, arrange, orchestrate, conduct and perform musical compositions.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements although many possess a degree and/or diploma. Entry to a degree or graduate diploma course requires A levels/H grades. Entrants to the performers' diploma course generally possess GCSEs/S grades and Associated Board Graded Examination passes in their chosen instrument(s) and will be required to audition. Apprenticeships at NVQ Levels 2 and 3 are available in some areas.

**TASKS**

- conceives and writes original music;
- tunes instrument and studies and rehearses score;
- plays instrument as a soloist or as a member of a group or orchestra;
- scores music for different combinations of voices and instruments to produce desired effect;
- auditions and selects performers and rehearses and conducts them in the performance of the composition.

**RELATED JOB TITLES**

Composer  
Musician  
Organist  
Pianist  
Song writer  
Violinist

**3416 ARTS OFFICERS, PRODUCERS AND DIRECTORS**

Arts officers, producers and directors assume creative, financial and organisational responsibilities in the production and direction of television and radio programmes, films, stage presentations, content for other media, and the promotion and exhibition of other creative activities.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry can be via academic qualifications, BTEC/SQA awards, diplomas or degrees in sector-relevant subjects. Apprenticeships are available at NVQ Levels 2 and 3 in some areas.

**TASKS**

- chooses writers, scripts, technical staff and performers, and assumes overall responsibility for completion of project on time and within budget;
- directs actors, designers, camera team, sound crew and other production and technical staff to achieve desired effects;
- breaks script into scenes and formulates a shooting schedule that will be most economical in terms of time, location and sets;
- prepares rehearsal and production schedule for main events, design of sets and costumes, technical rehearsals and dress rehearsals;
- ensures necessary equipment, props, performers and technical staff are on set when required;
- manages health and safety issues;
- selects, contracts, markets and arranges for the presentation and/or distribution of performance, visual and heritage arts.

**RELATED JOB TITLES**

Film editor  
Production assistant (*broadcasting*)  
Studio manager  
Television producer  
Theatrical agent

**3417 PHOTOGRAPHERS, AUDIO-VISUAL AND BROADCASTING EQUIPMENT OPERATORS**

Workers in this unit group operate and assist with still, cine and television cameras and operate other equipment to record, manipulate and project sound and vision for entertainment, cultural, commercial and industrial purposes.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no set academic requirements although entrants usually possess GCSEs/S grades, A levels/H grades and are able to demonstrate proof of pre- entry work experience. A variety of diplomas, degrees and postgraduate qualifications are available. NVQs/SVQs in Photography are available at Levels 2, 3 and 4.

**TASKS**

- selects subject and conceives composition of picture or discusses composition with colleagues;
- arranges subject, lighting, camera equipment and any microphones;

- inserts lenses and adjusts aperture and speed settings as necessary;
- operates scanning equipment to transfer image to computer and manipulates image to achieve the desired effect;
- photographs subject or follows action by moving camera;
- takes, records and manipulates digital images and digital video footage;
- controls transmission, broadcasting and satellite systems for television and radio programmes, identifies and solves related technical problems;
- checks operation and positioning of projectors, vision and sound recording equipment, and mixing and dubbing equipment;
- operates equipment to record, edit and play back films and television programmes;
- manages health and safety issues;
- operates sound mixing and dubbing equipment to obtain desired mix, level and balance of sound.

**RELATED JOB TITLES**

- Audio visual technician
- Cameraman
- Photographer
- Projectionist
- Sound engineer
- Theatre technician (entertainment)

## MINOR GROUP 342 DESIGN OCCUPATIONS

Workers in this minor group use a wide variety of design techniques to convey information for publicity, promotional and advertising purposes, and to design industrial and commercial products, clothing and fashion accessories.

Occupations in this minor group are classified into the following unit groups:

### **3421 GRAPHIC DESIGNERS**

### **3422 PRODUCT, CLOTHING AND RELATED DESIGNERS**

#### **3421 GRAPHIC DESIGNERS**

Graphic designers use illustrative, sound, visual and multimedia techniques to convey a message for information, entertainment, advertising, promotion or publicity purposes, and create special visual effects and animations for computer games, film, interactive and other media.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants have usually completed a foundation course, a BTEC/SQA award, a degree and/or postgraduate qualification. NVQs/SVQs in Design (in various disciplines) are available at Levels 2 and 3. Portfolio work is also important for entry.

#### **TASKS**

- liaises with client to clarify aims of project brief, discusses media, software and technology to be used, establishes timetable for project and defines budgetary constraints;
- undertakes research into project, considers previous related projects and compares costs of using different processes;
- prepares sketches, scale drawings, models, colour schemes and other mock-ups to show clients and discusses any required alterations;
- prepares specification and instructions for realisation of the project;
- liaises with other parts of the production team to ensure graphic design fits with other elements, processes and timescales;
- produces or oversees creation of the final product.

#### **RELATED JOB TITLES**

Commercial artist  
Designer (*advertising*)  
Graphic artist  
Graphic designer  
MAC operator

#### **3422 PRODUCT, CLOTHING AND RELATED DESIGNERS**

Product, clothing and related designers plan, direct and undertake the creation of designs for new industrial and commercial products, clothing and related fashion accessories, costumes and wigs, and for building interiors and stage sets.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants have usually completed a foundation course, BTEC/SQA award, degree and or postgraduate qualification. NVQs/SVQs in Fashion Design and Design are available at Level 2, as are apprenticeships at Levels 2 and 3.

#### **TASKS**

- liaises with client to determine the purpose, cost, technical specification and potential uses/users of product;
- undertakes research to determine market trends, production requirements, availability of resources and formulates design concepts;
- prepares sketches, designs, patterns or prototypes for textiles, clothing, footwear, jewellery, fashion accessories, set props, wigs, ceramics, plastics, motor vehicles, domestic appliances and engineering products;
- prepares sketches, designs, mock-ups and storyboards for consideration by theatre/film director or client;
- submits design to management, sales department or client for approval, communicates design rationale and makes any necessary alterations;
- specifies materials, production method and finish for aesthetic or functional effect, and oversees production of sample and/or finished product;
- observes and manages intellectual property issues.



## **RELATED JOB TITLES**

Design consultant  
Fashion designer  
Furniture designer  
Interior designer  
Kitchen designer  
Textile designer

## MINOR GROUP 344 SPORTS AND FITNESS OCCUPATIONS

Workers in this minor group prepare for and compete in sporting events for financial gain, train amateur and professional sportsmen and women to enhance performance, promote participation and standards in sport, organise and officiate at sporting events, and provide instruction, training and supervision for various forms of exercise and other recreational activities.

Occupations in this minor group are classified into the following unit groups:

- 3441 SPORTS PLAYERS**
- 3442 SPORTS COACHES, INSTRUCTORS AND OFFICIALS**
- 3443 FITNESS INSTRUCTORS**

3

### 3441 SPORTS PLAYERS

Professional sportsmen and women train and compete, either individually or as part of a team, in their chosen sport for financial gain.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Entry is based upon talent that can be further developed through coaching and training.

#### TASKS

- participates in exhibitions, pre-qualifying events, tournaments and competitions;
- attends training sessions to develop skills and practice individual or team moves and tactics;
- builds stamina, physical strength and agility through running, fitness exercises and weight training;
- maintains clothing and other specialised sporting equipment;
- discusses performance problems with coaches, physiotherapists, dieticians and doctors.

#### RELATED JOB TITLES

Cricketer  
Footballer  
Golfer

### 3442 SPORTS COACHES, INSTRUCTORS AND OFFICIALS

Sports coaches, instructors and officials work with amateur and professional sportsmen and women to enhance performance, encourage greater participation in sport, supervise recreational

activities such as canoeing and mountaineering, and organise and officiate at sporting events according to established rules.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although individuals must have experience in their sport and the relevant coaching and refereeing qualifications. Applicants to coaching courses must normally be over 18 years old and hold a first-aid certificate. Some courses encompass coaching awards within broader programmes of study. NVQs/SVQs in coaching are available in the context of certain sports. Background checks including a CRB check are required for those working with children.

#### TASKS

- coaches teams or individuals by demonstrating techniques and directing training and exercise sessions;
- controls team selection and discipline and recruits ancillary staff such as coaches or physiotherapists;
- monitors and analyses technique and performance, and determines how future improvements can be made;
- deals with administrative aspects such as arranging matches, contests or appearances for athlete or team, and organising required transport and accommodation;
- provides information and develops facilities to encourage greater participation in sport, and to enhance the standards of participants;
- understands health and safety aspects of various activities and ensures any statutory requirements are met;
- inspects and maintains specialised clothing and equipment;
- manages the playing areas and competitors, starts race, competition or match and controls its progress according to established rules.

**RELATED JOB TITLES**

Referee  
 Riding instructor  
 Sports development officer  
 Swimming teacher

**3443 FITNESS INSTRUCTORS**

Fitness instructors deliver training in a range of fitness activities, including weight training, yoga, pilates, personal training and other forms of exercise at private health and fitness centres, local authority run sports and leisure centres, other public and community establishments, and in private homes.

**TYPICAL ENTRY ROUTE AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements. Entrants must, however, possess coaching qualifications recognised by the appropriate governing body. Applicants to coaching courses must normally be over 18 years old and hold a first-aid certificate. Background checks including a CRB check are required for those working with children.

**TASKS**

- assesses the fitness levels of clients;
- devises programmes of training appropriate to the needs of clients with varying levels of strength, fitness and ability;
- demonstrates and leads fitness activities and supervises exercise classes;
- ensures that clients do not injure themselves through over exertion or using incorrect training techniques;
- plans and monitors personal fitness schedules;
- understands the health and safety aspects of different forms of exercise and ensures that any statutory requirements are met.

**RELATED JOB TITLES**

Aerobics instructor  
 Fitness instructor  
 Gym instructor  
 Lifestyle consultant  
 Personal trainer  
 Pilates instructor

## SUB-MAJOR GROUP 35

# BUSINESS AND PUBLIC SERVICE ASSOCIATE PROFESSIONALS

Business and public service associate professionals command and control the movement of air and sea traffic; organise the administrative work of legal practices; perform specialist financial tasks; purchase goods and materials; provide technical sales advice to clients; undertake market research; arrange for the trading and leasing of property on behalf of clients; organise conferences and related events; undertake recruitment, training and industrial relations activities; promote and maintain areas of the environment; perform administrative functions in government; and undertake statutory inspections of health and safety.

### MINOR GROUP 351

## TRANSPORT ASSOCIATE PROFESSIONALS

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Workers in this minor group command and navigate aircraft and vessels, perform technical functions to operate and maintain such craft, and plan and regulate the ground and air movements of aircraft.

Occupations in this minor group are classified into the following unit groups:

- 3511 AIR TRAFFIC CONTROLLERS**
- 3512 AIRCRAFT PILOTS AND FLIGHT ENGINEERS**
- 3513 SHIP AND HOVERCRAFT OFFICERS**

### 3511 AIR TRAFFIC CONTROLLERS

Air traffic controllers prepare flight plans, authorise flight departures and arrivals and maintain radio, radar and/or visual contact with aircraft to ensure the safe movement of air traffic.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require GCSEs/S grades and A levels/H grades, a BTEC/SQA award or an Advanced GNVQ/GSVQ Level III. Academic requirements may be lowered for those with relevant aviation experience. Whilst entrants may begin training towards obtaining a licence earlier than 18 years of age, they may not apply for a Student Licence before 18 years. A full air traffic controller licence can only be issued to individuals of at least 21 years of age. Candidates must have good eyesight and no hearing or speech defects. Entrants are required to undergo a medical examination. Training lasts 74 weeks and consists of courses of study followed by supervised practical experience leading to the award of a Civil Aviation Authority licence.

#### TASKS

- maintains radio and/or radar or visual contact with aircraft and liaises with other air traffic controllers and control centres to direct aircraft in and out of controlled airspace and into holding areas ready for landing;

- directs the movement of aircraft en route to its destination and ensures minimum distances are maintained between planes;
- gives landing instructions to pilot and monitors descent of aircraft;
- directs movement of aircraft and motor vehicles on runways, taxiways and in parking bays;
- obtains information regarding weather conditions, navigational hazards, landing conditions, seating arrangements, loading of cargo, fuel and catering supplies;
- calculates fuel consumption and optimum flying height, plans route and prepares flight plan for aircraft pilot;
- discusses operational requirements with pilot, issues duty schedules for flight deck and cabin crews, maintains records of flight progress and authorises flight departure;
- handles emergencies, unscheduled traffic and other unanticipated incidents.

#### RELATED JOB TITLES

Air traffic control officer  
Air traffic controller  
Air traffic services assistant  
Flight planner

### 3512 AIRCRAFT PILOTS AND FLIGHT ENGINEERS

Aircraft flight deck officers check, regulate, adjust and test engines and other equipment prior to take-off, navigate and pilot aircraft and give flying lessons.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants with GCSEs/S grades and A levels/H grades, an Advanced GNVQ/GSVQ Level III or a BTEC/ SQA award can apply for an airline sponsorship. Private residential training is available to candidates with GCSEs/S grades or appropriate BTEC/SQA or GNVQ/GSVQ awards or to holders of Private Pilots Licences who have 700 hours flying experience. Normal colour vision is required and candidates undergo a medical examination. Training lasts up to 15 months and consists of courses of study and flying instruction. Airlines may have additional age and height requirements.

#### TASKS

- studies flight plan, discusses it with flight deck crew and makes any necessary adjustments;
- directs or undertakes routine checks on engines, instruments, control panels, cargo distribution and fuel supplies;
- directs or undertakes the operation of controls to fly aeroplanes and helicopters, complying with air traffic control and aircraft operating procedures;
- monitors fuel consumption, air pressure, engine performance and other indicators during flight and advises pilot of any factors that affect the navigation or performance of the aircraft;
- maintains radio contact and discusses weather conditions with air traffic controllers;
- performs specified tests to determine aircraft's stability, response to controls and overall performance;
- accompanies pupil on training flights and demonstrates flying techniques.

#### RELATED JOB TITLES

Airline pilot  
First officer (*airlines*)  
Flight engineer  
Flying instructor  
Helicopter pilot

### 3513 SHIP AND HOVERCRAFT OFFICERS

Ship and hovercraft officers command and navigate ships and other craft, co-ordinate the activities of officers and deck and engine room ratings, operate and maintain communications equipment on board ship and undertake minor repairs to engines, boilers and other mechanical and electrical equipment.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades and A levels/H grades. Good colour vision without spectacles or contact lenses is required for some posts and candidates must undergo a medical examination. Training lasts three to four years and combines taught courses and assessed training at sea.

#### TASKS

- allocates duties to ship's officers and co-ordinates and directs the activities of deck and engine room ratings;
- directs or undertakes the operation of controls to inflate air cushions, run engines and propel and steer ships, hovercraft and other vessels;
- locates the position of vessel using electronic and other navigational aids such as charts and compasses and advises on navigation where appropriate;
- monitors the operation of engines, generators and other mechanical and electrical equipment and undertakes any necessary minor repairs;
- maintains radio contact with other vessels and coast stations;
- prepares watch keeping rota and maintains a look-out for other vessels or obstacles;
- maintains log of vessel's progress, weather conditions, conduct of crew, etc.

#### RELATED JOB TITLES

Chief engineer (*shipping*)  
Marine engineer (*shipping*)  
Merchant navy officer  
Petty officer  
Tug master  
Yacht skipper

## MINOR GROUP 352 LEGAL ASSOCIATE PROFESSIONALS

Legal associate professionals organise the administrative work of legal practices and perform specialised legal duties.

Occupations in this minor group are classified into the following unit group:

### 3520 LEGAL ASSOCIATE PROFESSIONALS

#### 3520 LEGAL ASSOCIATE PROFESSIONALS

Legal associate professionals provide administrative support for legal professionals, and investigate and make recommendations on legal matters that do not fall within the province of a normal court of law.

- collates information, drafts briefs and other documents;
- interviews and advises clients, undertakes preparatory work for court cases;
- attends court to assist barristers and solicitors in the presentation of a case;
- assists in all aspects of property conveyancing and probate and common law practice.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades and A levels/H grades in appropriate subject areas. Off- and on-the-job training is available. Membership of professional institutions will be required for some posts. Candidates must pass professional examinations and complete up to five years of practical experience.

#### TASKS

- runs chambers on behalf of principals, develops the practice, manages the flow of work, decides which cases to accept, arranges appropriate fees and prepares financial records;

#### RELATED JOB TITLES

Barrister's clerk  
Compliance officer  
Conveyancer  
Legal executive  
Litigator  
Paralegal

## MINOR GROUP 353

### BUSINESS, FINANCE AND RELATED ASSOCIATE PROFESSIONALS

Business, finance and related associate professionals calculate the probable costs of projects, assess the value of properties, underwrite insurance policies and assess liability regarding claims, deal in commodities and financial assets, advise clients on insurance, investment, taxation, mortgages, pensions and other financial matters, and assist accounting and financial professionals in managing an organisation's financial affairs and its accounts.

Occupations in this minor group are classified into the following unit groups:

- 3531 ESTIMATORS, VALUERS AND ASSESSORS**
- 3532 BROKERS**
- 3533 INSURANCE UNDERWRITERS**
- 3534 FINANCE AND INVESTMENT ANALYSTS AND ADVISERS**
- 3535 TAXATION EXPERTS**
- 3536 IMPORTERS AND EXPORTERS**
- 3537 FINANCIAL AND ACCOUNTING TECHNICIANS**
- 3538 FINANCIAL ACCOUNTS MANAGERS**
- 3539 BUSINESS AND RELATED ASSOCIATE PROFESSIONALS N.E.C.**

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#### 3531 ESTIMATORS, VALUERS AND ASSESSORS

Estimators, valuers and assessors plan and undertake the calculation of probable costs of civil, mechanical, electrical, electronic and other projects, estimate the value of property and chattels, and investigate insurance claims to assess their validity and to assign liability.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications. Entrants typically possess GCSEs/S grades, A levels/H grades, GNVQs/GSVQs or BTEC/SQA awards. Professional qualifications are available and may be required by some employers.

#### TASKS

- examines plans, drawings, specifications, parts lists, etc. and specifies the materials and components required;
- assesses condition, location, desirability and amenities of property to be valued;
- assesses costs of materials, labour and other factors such as required profit margins, transport costs, tariffs and fare structures, possible hazards, etc.;
- prepares comprehensive estimates of time and costs and presents these in report or tender form;
- examines insurance documents to assess extent of liability and gathers information about incident from police, medical records, ship's log, etc. and investigates potential fraudulent claims.

#### RELATED JOB TITLES

Claims assessor  
Claims investigator  
Engineering surveyor  
Estimator  
Loss adjuster  
Valuer

#### 3532 BROKERS

Brokers deal in commodities, stocks, shares and foreign exchange on behalf of clients or on own account, broker insurance and reinsurance, and buy and sell shipping and freight space.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although many employers require entrants to possess a degree or equivalent qualification. Training is typically undertaken in-house, although entrants may attend courses run by professional institutions. Registration with a regulatory authority may be required in some positions.

#### TASKS

- advises client on the suitability of particular insurance schemes and places insurance on behalf of client;
- discusses buying and or selling requirements of client and gives advice accordingly;
- analyses information concerning market trends for commodities, financial assets and foreign exchange and

- advises client and employer on the suitability of a particular investment;
- records and transmits buy and sell orders for stocks, shares and bonds and calculates transaction costs;
- provides independent advice on the suitability of insurance schemes and places insurance on behalf of client;
- arranges for the production of auction catalogues, fixes reserve prices, attends auction and bids on behalf of client, or negotiates purchase/sale by private treaty of goods not sold at auction;
- obtains cargo space, fixes freight charges and signs and issues bills of lading;
- collects freight charges from client and undertakes all necessary formalities concerning customs and the loading/unloading of cargo.

### RELATED JOB TITLES

Foreign exchange dealer  
Insurance broker  
Investment administrator  
Stockbroker  
Trader (*stock exchange*)

### 3533 INSURANCE UNDERWRITERS

Insurance underwriters identify and measure the risks associated with an activity, determine whether this risk is insurable and issue insurance policies which provide financial compensation in the event of loss.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although many employers expect entrants to study for and attain the associateship examinations of the Chartered Insurance Institute. Entrants to professional examinations usually require GCSEs/S grades and A levels/H grades, an Advanced GNVQ/GSVQ Level III, or a BTEC/SQA award.

### TASKS

- receives and assesses proposals and propositions for insurance from brokers and clients;
- identifies and evaluates the risks associated with a proposal;
- liaises with insurance surveyors, actuaries and risk managers where the risks associated with a proposal are not clear;
- calculates premiums, provides quotations and, if acceptable to the client, issues policies;

- ensures that the insurance policy clearly defines the liabilities accepted and any exceptions or exclusions;
- negotiates terms of reinsurance contracts.

### RELATED JOB TITLES

Account handler (*insurance*)  
Commercial underwriter  
Insurance inspector  
Mortgage underwriter  
Underwriter

### 3534 FINANCE AND INVESTMENT ANALYSTS AND ADVISERS

Job holders in this unit group advise customers, who may be individuals, companies or specialist groups, on the purchase of investments, insurance, mortgages, pensions and other financial services and products.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although entrants usually possess GCSEs/S grades and a degree in a relevant subject is sometimes required. Training may be undertaken in-house or entrants may attend courses run by professional institutions. Registration with a regulatory authority is required in some positions.

### TASKS

- predicts the likely long- and short-term future performance of securities and other financial products and advises upon what will be an appropriate investment for their clients;
- analyses the financial position of clients, taking into account outgoings, dependants and commitments;
- advises on the relative merits of pension schemes, insurance policies and mortgages that best meet the needs of clients given their personal circumstances;
- monitors information on the socio-economic environment and interprets the implications of such information for their clients;
- prepares summary reports of findings for fund managers;
- keeps up to date with financial products, legislation and requirements for compliance with the relevant regulatory authority;
- identifies and attracts new clients by arranging visits and explaining the benefits of financial products.



**RELATED JOB TITLES**

Financial adviser  
 Financial analyst  
 Financial consultant  
 Mortgage adviser  
 Pensions consultant

**3535 TAXATION EXPERTS**

Taxation experts advise on tax matters and assess tax liabilities.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible with GCSEs/S grades or a BTEC/ SQA award, although many entrants possess a degree or equivalent qualification. A professional qualification is required in either accountancy or taxation. Training is undertaken on-the-job and usually takes approximately four years to complete.

**TASKS**

- examines accounts of industrial, commercial and other establishments to determine their tax liability and makes adjustments to claims where necessary;
- considers particular problems concerning all forms of personal and company taxation;
- stays abreast of all changes in tax law and precedent;
- discusses disputed cases with accountants and other specialists;
- represents Government, client or employer in contested claims before tax officials or an independent tribunal.

**RELATED JOB TITLES**

Tax adviser  
 Tax consultant  
 Tax inspector  
 Taxation specialist

**3536 IMPORTERS AND EXPORTERS**

Importers and exporters buy commodities from overseas for the home market and sell home-produced commodities to overseas markets.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry does not depend on academic qualifications although some employers require candidates to have a degree or equivalent qualification. Some posts require candidates to have

knowledge of a foreign language. Professional qualifications are available. Entrance to professional examinations requires GCSEs/S grades and A levels/H grades or equivalent qualifications.

**TASKS**

- investigates and evaluates home and overseas demand for particular commodities;
- obtains orders from buyers and arranges payment by bill of exchange, letter of credit or other means;
- arranges for shipment of commodities overseas and ensures that insurance and export licences are in order;
- carries out customs clearance procedures for imports, arranges their storage and delivery and sells them personally or through a commodity broker;
- advises home and overseas producers on the likely future demand for their goods.

**RELATED JOB TITLES**

Export controller  
 Export coordinator  
 Exporter  
 Import agent  
 Importer

**3537 FINANCIAL AND ACCOUNTING TECHNICIANS**

Financial and accounting technicians work alongside accountants and other financial professionals in managing the financial affairs of organisations.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements. Professional qualifications are available from the Association of Chartered Certified Accountants and the Association of Accounting Technicians. These qualifications can be linked to NVQs/SVQs in Accounting at Levels 2, 3 and 4. Exemptions to professional examinations may be granted to those with certain academic qualifications.

**TASKS**

- maintains profit and loss accounts, budgets, cash flow forecasts and other accounting records;
- produces, collates and reports financial information for managers;
- liaises with clients to ensure that payments are made on time and credit limits are not exceeded;

- ensures invoices and payments are correct and sent out on time;
- monitors accounting systems to determine accounts are being maintained effectively and provides information on accounting practices to auditors.

### RELATED JOB TITLES

Accounting technician  
 Business associate (*banking*)  
 Financial controller  
 Insolvency administrator  
 Managing clerk (*accountancy*)

### 3538 FINANCIAL ACCOUNTS MANAGERS

Job holders in this unit group manage client accounts or departments within financial institutions (such as banks and insurance companies) or manage a variety of financial accounts within other organisations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although professional qualifications in accountancy may be required by some employers. These qualifications can be linked to NVQs/SVQs in Accounting at Levels 2, 3 and 4, and apprenticeships may be available in some areas.

### TASKS

- develops and manages business accounts to increase sales of financial products;
- takes responsibility for the efficient and effective operation of several business accounts;
- manages teams handling insurance claims;
- checks customers' credit rating with banks and credit reference agencies, and decides whether to offer credit;
- establishes terms of credit and ensures timely payment by customer, renegotiates payment terms and initiates legal action to recover debts if necessary;
- carries out and/or supervises general accounting and administrative work.

### RELATED JOB TITLES

Accounts manager  
 Audit manager

Credit manager  
 Fund manager  
 Relationship manager (*bank*)

### 3539 BUSINESS AND RELATED ASSOCIATE PROFESSIONALS N.E.C.

Job holders in this unit group advise on the effectiveness of an organisation's procedures, systems and methods and perform other business and related functions not elsewhere classified in MINOR GROUP 353: Business, Finance and Related Associate Professionals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although entrants typically possess GCSEs/S grades, A levels/H grades, a BTEC/SQA award or equivalent qualifications. Professional qualifications are available and may be required by some employers.

### TASKS

- studies particular department or problem area and assesses its interrelationships with other activities;
- studies work methods and procedures by measuring work involved and computing standard times for specified activities, and produces report detailing suggestions for increasing efficiency and lowering costs;
- analyses project components, organises them into a logical sequence and establishes the minimum time required for the project;
- purchases services, receives payment from clients, processes contracts and deals with contractual arrangements;
- canvasses political opinion, writes and distributes leaflets, writes and distributes press releases and other such material to promote the image and policies of a political party or election candidate, arranges fund raising activities, and organises and participates in election campaigns.

### RELATED JOB TITLES

Business systems analyst  
 Data analyst  
 Marine consultant  
 Planning assistant  
 Project administrator  
 Project coordinator

## MINOR GROUP 354

### SALES, MARKETING AND RELATED ASSOCIATE PROFESSIONALS

Sales, marketing and related associate professionals purchase raw materials, equipment and merchandise, provide technical sales advice to customers, undertake market research, support the implementation of the organisation's marketing and sales policies and arrange for the trading and leasing of property on behalf of clients.

Occupations in this minor group are classified into the following unit groups:

- 3541 BUYERS AND PROCUREMENT OFFICERS**
- 3542 BUSINESS SALES EXECUTIVES**
- 3543 MARKETING ASSOCIATE PROFESSIONALS**
- 3544 ESTATE AGENTS AND AUCTIONEERS**
- 3545 SALES ACCOUNTS AND BUSINESS DEVELOPMENT MANAGERS**
- 3546 CONFERENCE AND EXHIBITION MANAGERS AND ORGANISERS**

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#### 3541 BUYERS AND PROCUREMENT OFFICERS

Buyers and procurement officers organise and undertake the buying of raw materials, equipment and merchandise from manufacturers, importers, wholesalers and other sources for wholesale distribution, resale or for own internal use.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers expect A levels/H grades, BTEC/SQA awards or degrees. Employers may ask for specific experience for a particular role. Professional qualifications and NVQs/SVQs in Procurement at Levels 2, 3 and 4 are available.

#### TASKS

- attends trade fairs, shows and demonstrations to research new product lines and suppliers, checks catalogues;
- keeps up with market trends and chooses products/services;
- assesses budgetary limitations and customer requirements and decides on quantity, type, range and quality of goods or services to be bought;
- assesses bids from suppliers, finds suppliers and negotiates prices;
- helps negotiate contract with supplier and specifies details of goods or services required;
- looks at ways to improve supply networks, presents new ideas to senior management team;
- ensures that delivered items comply with order, monitors quality of incoming goods and returns unsatisfactory or faulty items, monitors performance and makes sure targets are met;

- supervises clerical, administrative and warehouse distribution staff, deals with recruitment and training;
- works closely with merchandisers who allocate stock and develop sales forecasts;
- maintains records and prepares reports as necessary.

#### RELATED JOB TITLES

Buyer  
Procurement officer  
Purchasing consultant

#### 3542 BUSINESS SALES EXECUTIVES

Business sales executives provide advice to existing and potential customers, and receive orders for specialist machinery, equipment, materials and other products or services that require technical knowledge.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although entrants usually possess academic qualifications and/or relevant experience in a particular profession or speciality. Training is usually on-the-job. Professional qualifications and NVQs/ SVQs at Levels 2 and 3 are available.

#### TASKS

- discusses customer requirements and advises them on the capabilities and limitations of the goods or services being sold;
- quotes prices, credit details, delivery dates and payment arrangements and arranges for delivery and installation of goods if appropriate;

- makes follow up visits to ensure customer satisfaction and to obtain further orders;
- stays abreast of advances in product/field and suggests possible improvements to product or service;
- maintains records and accounts of sales made and handles customer complaints.

### RELATED JOB TITLES

Corporate account executive  
Sales agent  
Sales consultant  
Sales executive  
Technical representative

### 3543 MARKETING ASSOCIATE PROFESSIONALS

Marketing associate professionals assist in the development and implementation of projects which aim to elicit the preferences and requirements of consumers, businesses and other specified target groups so that suppliers may meet these needs.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although many entrants possess a BTEC/SQA award, A levels/H grades, a degree or equivalent qualification. Training is typically in-house, supplemented by short courses or professional qualifications provided by the Market Research Society. NVQs/SVQs in Marketing Research are available at Levels 3 and 4.

### TASKS

- discusses business methods, products or services and targets customer group with employer or client in order to identify marketing requirements;
- establishes an appropriate quantitative and qualitative market research methodology and prepares proposals outlining programmes of work and details of costs;
- collates and interprets findings of market research and presents results to clients;
- discusses possible changes that need to be made in terms of design, price, packaging, promotion etc. in light of market research with appropriate departments;
- briefs advertising team on client requirements, monitors the progress of advertising campaigns and liaises with client on potential modifications.

### RELATED JOB TITLES

Business development executive  
Fundraiser  
Market research analyst  
Marketing consultant  
Marketing executive

### 3544 ESTATE AGENTS AND AUCTIONEERS

Estate agents and auctioneers arrange for the valuation, sale, purchase, rental and leasing of property on behalf of clients.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements although entrants to professional training via the National Federation of Property Professionals (NFOPP) will normally possess GCSEs/S grades, an NVQ/SVQ and/or relevant experience. Off- and on-the-job training is possible, and apprenticeships are available in some areas.

### TASKS

- discusses client's requirements and may advise client on the purchase of property and land for investment and other purposes;
- conducts or arranges for structural surveys of properties and undertakes any necessary valuations of property or agricultural land;
- advises vendors and purchasers on market prices of property, accompanies clients to view property;
- markets the property on behalf of the vendor, prepares written information and press advertisements;
- negotiates land or property purchases, sales, leases or tenancy agreements and arranges legal formalities with solicitors, building societies and other parties;
- makes inventories of property for sale, advises vendor of suitable reserve price, issues catalogues, conducts auction, notes bids and records sale.

### RELATED JOB TITLES

Auctioneer  
Auctioneer and valuer  
Estate agent  
Letting agent  
Property consultant

### 3545 SALES ACCOUNTS AND BUSINESS DEVELOPMENT MANAGERS

Sales accounts and business development managers plan, organise and undertake market research to meet the requirements of an organisation's marketing and sales policies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants to the professional qualifications of the Chartered Institute of Marketing require GCSEs/S grades, A levels/H grades, a BTEC/SQA award, an Advanced GNVQ/GSVQ Level III, a degree or equivalent qualification and/or relevant experience. NVQs/SVQs in sales and qualifications from other relevant professional bodies are available.

#### TASKS

- liaises with other senior staff to determine the range of goods or services to be sold, contributes to the development of sales strategies and setting of sales targets;
- discusses employer's or client's requirements, carries out surveys and analyses customers' reactions to product, packaging, price, etc.;
- compiles and analyses sales figures, prepares proposals for marketing campaigns and promotional activities and undertakes market research;
- handles customer accounts;
- recruits and trains junior sales staff;
- produces reports and recommendations concerning marketing and sales strategies for senior management;
- keeps up to date with products and competitors.

#### RELATED JOB TITLES

Account manager (sales)  
Area sales manager  
Business development manager  
Product development manager  
Sales manager

### 3546 CONFERENCE AND EXHIBITION MANAGERS AND ORGANISERS

Job holders in this unit group manage, organise and coordinate business conferences, exhibitions and similar events.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although entrants typically possess GCSEs/S grades, A levels/H grades, a BTEC/SQA award or equivalent qualifications. Professional qualifications are available and may be required by some employers. Off- and-on-the-job training is available.

#### TASKS

- discusses conference and exhibition requirements with clients and advises on facilities;
- develops proposal for the event, and presents proposal to client;
- allocates exhibition space to exhibitors;
- plans work schedules, assigns tasks, and co-ordinates the activities of designers, crafts persons, technical staff, caterers and other events staff;
- liaises closely with venue staff to ensure smooth running of the event;
- ensures that Health and Safety and other statutory regulations are met.

#### RELATED JOB TITLES

Conference coordinator  
Event organiser  
Events manager  
Exhibition organiser  
Hospitality manager

## MINOR GROUP 355

### CONSERVATION AND ENVIRONMENTAL ASSOCIATE PROFESSIONALS

Workers in this minor group are responsible for the day-to-day planning, management, promotion and maintenance of areas of the environment that are of benefit to wildlife and the public.

Occupations in this minor group are classified into the following unit groups:

#### 3550 CONSERVATION AND ENVIRONMENTAL ASSOCIATE PROFESSIONALS

#### 3550 CONSERVATION AND ENVIRONMENTAL ASSOCIATE PROFESSIONALS

Conservation and environmental associate professionals are responsible for the day-to-day running and management of areas of the countryside and the wider environment in a way that reconciles the interests of conservation, land owners and the public. They carry out practical conservation activities and assist in promoting awareness of the natural environment.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants typically possess a relevant BTEC/SQA award or similar qualification and have prior related experience, often as a volunteer. Apprenticeships and NVQs/SVQs in relevant subjects at Levels 2 and 3 are available.

#### TASKS

- assists with ecological surveys to identify plant and animal species, map their habitat and draw up conservation plans;

- implements schemes for the management and protection of natural habitats;
- assists with environmental audits and impact assessments;
- organises and supervises conservation projects and the work of part-time and voluntary staff;
- provides information and education to the public through setting up displays, writing leaflets and making presentations;
- organises guided walks and answers questions from the public about an area and its wildlife;
- works with the emergency services in instances of fire, flood, injury or mountain rescue.

#### RELATED JOB TITLES

Conservation worker  
 Countryside ranger  
 National park warden  
 Park ranger

## MINOR GROUP 356

### PUBLIC SERVICES AND OTHER ASSOCIATE PROFESSIONALS

Public services and other associate professionals supervise, manage and undertake general administrative functions in national and local government, advise upon and undertake recruitment, staff appraisal and industrial relations activities, give advice regarding careers, training and related opportunities, provide vocational training, undertake inspections and investigations to ensure statutory compliance, implement health and safety measures within establishments and organisations, and undertake inspections to ensure compliance with environmental health regulations.

Occupations in this minor group are classified into the following unit groups:

- 3561 PUBLIC SERVICES ASSOCIATE PROFESSIONALS**
- 3562 HUMAN RESOURCES AND INDUSTRIAL RELATIONS OFFICERS**
- 3563 VOCATIONAL AND INDUSTRIAL TRAINERS AND INSTRUCTORS**
- 3564 CAREERS ADVISERS AND VOCATIONAL GUIDANCE SPECIALISTS**
- 3565 INSPECTORS OF STANDARDS AND REGULATIONS**
- 3567 HEALTH AND SAFETY OFFICERS**

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#### **3561 PUBLIC SERVICES ASSOCIATE PROFESSIONALS**

Public services associate professionals supervise, manage and undertake general administrative work in national and local government departments, organise the activities of local offices of national government departments, and promote the image and understanding of an organisation and its products and services to consumers and other specified audiences.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Although there are no formal academic entry requirements, entrants typically possess A levels/H grades or an equivalent qualification, and many entrants possess a degree. Entry may be possible by promotion from clerical grades for those with suitable experience. Training is typically provided on-the-job, supplemented by specialised courses. Professional qualifications are available in some areas.

#### **TASKS**

- manages the activities of government office staff, assigns tasks and responsibilities and makes changes in procedures to deal with variations in workload;
- assists senior government officers with policy work, external liaison or general administrative work;
- supervises a variety of administrative functions in government departments such as recruitment and training, the negotiation and arrangement of contracts, building and capital management, monitoring and authorising department expenditure etc.;

- organises resources for the acceptance and recording of vacancy details, the selection of suitable applicants and other Job Centre activities;
- authorises the payment of social security benefits, assesses the financial circumstances of claimants and investigates any state insurance contribution problems;
- undertakes supervisory duties specific to the operation of Revenue and Customs offices, Job Centres, Benefits Agency offices and other local offices of national government;
- advises the public or companies on general tax problems and arranges for the issue, receipt and examination of tax forms, assessment of PAYE codes and the computation of tax arrears and rebates;
- discusses business strategy, products, services and target client base with management to identify public relations requirements;
- writes, edits and arranges for the distribution of press releases and other public relations material, addresses target groups through meetings, presentations, the media and other events to enhance the public image of the organisation, and monitors and evaluates its effectiveness.

#### **RELATED JOB TITLES**

Civil servant (HEO, SEO)  
 Higher executive officer (*government*)  
 Principle revenue officer (*local government*)  
 Senior executive officer (*government*)

### 3562 HUMAN RESOURCES AND INDUSTRIAL RELATIONS OFFICERS

Human resources and industrial relations officers conduct research and advise on recruitment, training, staff appraisal and industrial relations policies and assist specialist managers with negotiations on behalf of a commercial enterprise, trade union or other organisation.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although most entrants possess a degree or equivalent qualification and/or relevant experience. Many employers expect staff to gain membership of the Chartered Institute of Personnel Development through study for professional qualifications. NVQs/SVQs in this area are available at Levels 3 and 4.

#### TASKS

- undertakes research into pay differentials, productivity and efficiency bonuses and other payments;
- develops and recommends personnel and industrial relations policies, assists with their implementation and drafts staff handbooks;
- assists with negotiations between management and employees or trades unions concerning pay and conditions of employment;
- interviews candidates for jobs;
- advises on training and recruitment, negotiating procedures, salary agreements and other personnel and industrial relations issues;
- deals with grievance and disciplinary procedures, and with staff welfare and counselling provision.

#### RELATED JOB TITLES

Employment adviser  
Human resources officer  
Personnel officer  
Recruitment consultant

### 3563 VOCATIONAL AND INDUSTRIAL TRAINERS AND INSTRUCTORS

Vocational and industrial trainers provide instruction in manual, manipulative and other vocational skills and advise on, plan and organise vocational instruction within industrial, commercial and other establishments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal educational qualifications are required for entry, although most entrants have qualified in some other area of work and will require a Certificate in Training Practice. Professional qualifications are available from the Chartered Institute of Personnel and Development. NVQs/SVQs in Training and Development are available at Levels 3, 4 and 5.

#### TASKS

- assesses training requirements and prepares lectures, demonstrations and study aids;
- supervises trainee development, assists trainees with difficulties and prepares regular progress reports on each trainee for management;
- arranges work experience and instructional visits for trainees;
- plans curriculum and rota of staff duties and updates or amends them in light of developments;
- advises on training programmes and discusses progress or problems with staff and trainees;
- devises general and specialised training courses in response to particular needs.

#### RELATED JOB TITLES

IT trainer  
NVQ assessor  
Technical instructor  
Training consultant  
Training manager

### 3564 CAREERS ADVISERS AND VOCATIONAL GUIDANCE SPECIALISTS

Job holders in this unit group give advice on careers or occupations, training courses and related matters, direct school leavers and other job seekers into employment and assess their progress.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants often possess a degree, an approved diploma or equivalent qualification. Professional training towards the Qualification in Careers Guidance consists of a one-year full-time course followed by a one-year probationary period of on-the-job training. NVQs/SVQs in Advice and Guidance at Levels 3



and 4 are available. Those working with young people or vulnerable adults will require CRB clearance.

### TASKS

- uses an interview, questionnaire and/or psychological or other test to determine the aptitude, preferences and temperament of the client;
- advises on appropriate courses of study or avenues into employment;
- visits educational and other establishments to give talks and distribute information regarding careers;
- liaises with employers to determine employment opportunities and advises schools, colleges or individuals accordingly;
- organises careers forums and exhibitions and establishes and maintains contact with local employers, colleges and training providers;
- monitors progress and welfare of young people in employment and advises them on any difficulties.

### RELATED JOB TITLES

Careers adviser  
Careers consultant  
Careers teacher  
Placement officer

## 3565 INSPECTORS OF STANDARDS AND REGULATIONS

Inspectors of standards and regulations undertake investigations and inspections to verify and ensure compliance with acts, regulations and other requirements in respect of: buildings; weights, measures and trade descriptions; the installation and safety of electrical, gas and water supplies and equipment; marine pollution, ships' structures, equipment and accommodation; the treatment of animals; the operation of commercial vehicles; the welfare, health and safety in factories and all work sites subject to the provisions in the Factory Acts.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess A levels/H grades, a degree or equivalent qualification, together with experience gained in employment. Professional qualifications, membership of professional bodies, postgraduate diplomas and NVQs/ SVQs at Levels 3 and 4 are

available and may be required in some occupations. On-the-job training is available in some areas.

### TASKS

- examines building plans to ensure compliance with local, statutory and other requirements;
- inspects building structures, facilities and sites to determine suitability for habitation, compliance with regulations and for insurance purposes;
- inspects measuring and similar equipment in factories and visits street traders, shops, garages and other premises to check scales, weights and measuring equipment;
- inspects factories and other work sites to ensure adequate cleanliness, temperature, lighting and ventilation, checks for fire hazards and inspects storage and handling arrangements of dangerous materials;
- visits sites during construction and inspects completed installations of electricity, gas or water supply;
- draws attention to any irregularities or infringements of regulations and advises on ways of rectifying them;
- investigates industrial accidents or any complaints made by the public;
- verifies the weight of commercial vehicles, checks driver's licence and hours worked;
- samples and tests river water, checks and advises on premises discharging effluent to prevent pollution;
- checks fishing licences and prevents illegal fishing;
- visits premises where animals are kept, advises on animal care and investigates complaints;
- undertakes other inspections including chemicals, drugs, flight operations, etc.;
- prepares reports and recommendations on all inspections made and recommends legal action where necessary.

### RELATED JOB TITLES

Building inspector  
Driving examiner  
Housing inspector  
Meat hygiene inspector  
Trading standards officer

**3567 HEALTH AND SAFETY OFFICERS**

Health and safety officers counsel employees to ensure and promote health and safety in the workplace and co-ordinate accident prevention and health and safety measures within an establishment or organisation.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants usually possess an NVQ/SVQ at Level 3 in Occupational Health and Safety Practice. Higher level accredited qualifications (at Levels 4 to 6) are achievable via the Institute of Occupational Safety and Health.

**3****TASKS**

- inspects workplace areas to ensure compliance with health and safety legislation;
- helps to develop effective health and safety policies and procedures and carries out risk assessments;

- instructs workers in the proper use of protective clothing and safety devices and conducts routine tests on that equipment;
- compiles statistics on accidents and injuries, analyses their causes and makes recommendations to management accordingly;
- maintains contact with those off work due to illness;
- counsels individuals on any personal or domestic problems affecting their work;
- gives talks and distributes information on accident prevention, and keeps up to date with the relevant legislation.

**RELATED JOB TITLES**

Fire protection engineer (professional)  
 Health and safety officer  
 Occupational hygienist  
 Safety consultant  
 Safety officer

# **MAJOR GROUP 4**

## **ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS**

Occupations within this major group undertake general administrative, clerical and secretarial work, and perform a variety of specialist client-orientated administrative duties. The main tasks involve retrieving, updating, classifying and distributing documents, correspondence and other records held electronically and in storage files; typing, word-processing and otherwise preparing documents; operating other office and business machinery; receiving and directing telephone calls to an organisation; and routing information through organisations.

Most job holders in this major group will require a good standard of general education. Certain occupations will require further additional vocational training or professional occupations to a well-defined standard.

Occupations in this major group are classified into the following sub-major and minor groups:

### **41 ADMINISTRATIVE OCCUPATIONS**

- 411 ADMINISTRATIVE OCCUPATIONS: GOVERNMENT AND RELATED ORGANISATIONS**
- 412 ADMINISTRATIVE OCCUPATIONS: FINANCE**
- 413 ADMINISTRATIVE OCCUPATIONS: RECORDS**
- 415 OTHER ADMINISTRATIVE OCCUPATIONS**
- 416 ADMINISTRATIVE OCCUPATIONS: OFFICE MANAGERS AND SUPERVISORS**

### **42 SECRETARIAL AND RELATED OCCUPATIONS**

- 421 SECRETARIAL AND RELATED OCCUPATIONS**

## SUB-MAJOR GROUP 41

# ADMINISTRATIVE OCCUPATIONS

Workers in this sub-major group undertake administrative and clerical work in national and local government departments and non-governmental organisations; perform specialist clerical tasks in relation to financial records and transactions, the administration of pension and insurance policies, the storage and transportation of freight, the activities of libraries and of human resources operations; and perform other general administrative tasks. They also coordinate and oversee the day-to-day running of offices and supervise office staff.

### MINOR GROUP 411

#### ADMINISTRATIVE OCCUPATIONS: GOVERNMENT AND RELATED ORGANISATIONS

Workers in this minor group undertake a variety of administrative and clerical work in government departments and related non-governmental organisations.

Occupations in this minor group are classified into the following unit groups:

- 4112 NATIONAL GOVERNMENT ADMINISTRATIVE OCCUPATIONS**
- 4113 LOCAL GOVERNMENT ADMINISTRATIVE OCCUPATIONS**
- 4114 OFFICERS OF NON-GOVERNMENTAL ORGANISATIONS**

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#### **4112 NATIONAL GOVERNMENT ADMINISTRATIVE OCCUPATIONS**

Job holders in this unit group undertake a variety of administrative and clerical duties in national government departments, and in local offices of national government departments.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible to junior grades within this group with GCSEs/S grades, and/or relevant practical experience; higher grades require A levels/H grades or equivalent, although many entrants are graduates. NVQs/SVQs, apprenticeships and professional qualifications are available for certain areas of work.

#### **TASKS**

- assists senior government officers with policy work, external liaison or general administrative work;
- undertakes administrative duties specific to the operation of HM Revenue and Customs offices, Job Centres, Benefits Agency offices and other local offices of national government;
- maintains and updates correspondence, documents, data and other records for storage in files or on computer;
- classifies, sorts and files publications, correspondence etc. in offices and libraries;
- responds to telephone enquiries and other forms of correspondence;

- performs miscellaneous clerical tasks such as proof reading printed material, drafting letters, taking minutes etc.

#### **RELATED JOB TITLES**

Administrative assistant (*courts of justice*)  
 Administrative officer (*government*)  
 Civil servant (EO)  
 Clerk (*government*)  
 Revenue officer (*government*)

#### **4113 LOCAL GOVERNMENT ADMINISTRATIVE OCCUPATIONS**

Job holders in this unit group undertake a variety of administrative and clerical duties in local government offices and departments.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is most common with GCSEs/S grades. Evidence of keyboard skills may also be required in some posts. Off- and on-the-job training is provided. NVQs/SVQs in Administration are available at Levels 2 and 3.

#### **TASKS**

- computes cost of product/services and maintains and balances records of financial transactions;
- prepares and checks invoices and verifies accuracy of records;

- receives and pays out cash and cheques and performs closely related clerical duties;
- updates and maintains data, correspondence and other records for storage or despatch;
- arranges, classifies and indexes publications, correspondence and other material in libraries and offices;
- performs other clerical duties not elsewhere classified including preparing financial information for management, proof reading printed material and drafting letters in reply to correspondence or telephone enquiries.

#### RELATED JOB TITLES

Administrative assistant (*local government*)

Administrative officer (*police service*)

Benefits assistant (*local government*)

Clerical officer (*local government*)

Local government officer nos

#### 4114 OFFICERS OF NON-GOVERNMENTAL ORGANISATIONS

Officers of non-governmental organisations perform a variety of administrative and clerical tasks in the running of trade associations, employers' associations, learned societies, trade unions, charitable organisations and similar bodies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although pre-entry experience is usually necessary. Some organisations only employ

their own members, although evidence of related work within pressure groups, the voluntary sector, trade unions or other organisations is generally sufficient.

#### TASKS

- maintains and updates records of membership details, subscription fees, mailing lists, etc.;
- circulates and reports information of relevance to members and interested parties;
- arranges meetings, conferences and other events and circulates agenda and other relevant material;
- receives and responds to written correspondence and telephone enquiries from members and other organisations;
- assists with fund raising activities within a specified geographical area;
- prepares and provides measures of organisational activity for senior officials.

#### RELATED JOB TITLES

Administrator (*charitable organisation*)

Organiser (*trade union*)

Secretary (*research association*)

Trade union official

## MINOR GROUP 412

### ADMINISTRATIVE OCCUPATIONS: FINANCE

Workers in this minor group perform administrative and other tasks in relation to credit control and debt collection, the maintenance of financial records within firms, financial transactions made with customers and the collection of payments from businesses and households.

Occupations in this minor group are classified into the following unit groups:

- 4121 CREDIT CONTROLLERS**
- 4122 BOOK-KEEPERS, PAYROLL MANAGERS AND WAGES CLERKS**
- 4123 BANK AND POST OFFICE CLERKS**
- 4124 FINANCE OFFICERS**
- 4129 FINANCIAL ADMINISTRATIVE OCCUPATIONS N.E.C.**

#### 4121 CREDIT CONTROLLERS

Credit controllers perform financial, administrative and other tasks in relation to credit control and debt collection.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades but is also possible with other academic qualifications. Professional qualifications are available and may be required for some posts.

#### TASKS

- receives requests for credit submissions and lending proposals;
- arranges for investigations of the credit worthiness of individuals or companies;
- deals with any enquiries or difficulties concerning the acceptance or rejection of credit applications;
- checks that accounting, recording and statutory procedures are adhered to for all credit transactions;
- arranges for the collection of arrears of payment.

#### RELATED JOB TITLES

Credit control clerk  
Credit controller  
Debt management associate  
Loans administrator

#### 4122 BOOK-KEEPERS, PAYROLL MANAGERS AND WAGES CLERKS

Book-keepers, payroll managers and wages clerks maintain and balance records of financial transactions, oversee the operation of payroll functions and calculate hours worked, wages due and other relevant contributions and deductions.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants typically possess GCSEs/S grades or equivalent qualifications, and maths may be required. Training is typically provided on-the-job. NVQs/SVQs in relevant areas are available, and apprenticeships may be available in some areas.

#### TASKS

- records and checks accuracy of daily financial transactions;
- prepares provisional balances and reconciles these with appropriate accounts;
- supervises payroll team and develops payroll systems and procedures;
- calculates and records hours worked, wages due, deductions and voluntary contributions;
- processes holiday, sick and maternity pay and travel and subsistence expenses;
- compiles schedules and distributes or arranges distribution of wages and salaries;
- calculates costs and overheads and prepares analyses for management.

#### RELATED JOB TITLES

Accounts administrator  
Accounts assistant  
Accounts clerk  
Auditor  
Bookkeeper  
Payroll clerk

#### 4123 BANK AND POST OFFICE CLERKS

Bank and post office clerks deal with the payment and receipt of money, cheques and other routine financial transactions and

open and close accounts. They advise upon financial products and services offered by banks, building societies and post offices.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants usually possess GCSEs/S grades, A levels/H grades or an Advanced GNVQ/GSVQ Level III. On-the-job training is provided. NVQs/SVQs in relevant areas are available at Levels 2, 3 and 4.

### TASKS

- deals with enquiries from customers, other banks and other authorised enquirers;
- maintains records of transactions and compiles information;
- advises customers on financial services and products available;
- manages the operations of a sub-post office;
- receives and pays out cash, cheques, money orders, credit notes, foreign currency or travellers cheques;
- provides postal services, pays state pensions, unemployment and other state benefits to claimants, supplies official forms and documentation to the public, and performs other tasks specific to the activities of a post office.

### RELATED JOB TITLES

Bank clerk  
Cashier (*bank*)  
Customer adviser (*building society*)  
Customer service officer (*bank*)  
Post office clerk

### 4124 FINANCE OFFICERS

Finance officers oversee book-keeping, general accounting and other financial and related clerical functions mainly within local government and a variety of public sector organisations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants will normally possess GCSEs/S grades (including maths), a finance-related qualification at an appropriate level and have relevant work experience.

### TASKS

- oversees the recording and checking of daily financial transactions, the preparation of provisional balances and reconciliation of accounts;

- prepares or arranges the preparation of financial reports for managers;
- plans work schedules and assigns tasks to financial clerks;
- coordinates the activities and resources of finance departments.

### RELATED JOB TITLES

Deputy finance officer  
Finance officer  
Regional finance officer (*PO*)

### 4129 FINANCIAL ADMINISTRATIVE OCCUPATIONS N.E.C.

Job holders in this unit group carry out a variety of finance-related administrative functions not elsewhere classified in MINOR GROUP 412: Administrative Occupations: Finance.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal entry requirements although some employers may require GCSEs/S grades (including maths) and/or a relevant vocational qualification at an appropriate level.

### TASKS

- receives and pays out cash to customers in non-financial organisations such as turf accountants;
- sells tickets in theatre and cinema box offices, sports stadiums etc.;
- performs duties as cashier in schools, local government and other public sector organisations, legal and insurance services;
- administers grants and student loans in educational institutions;
- carries out clerical tasks in stockbroking companies, banking and credit card companies.

### RELATED JOB TITLES

Cashier  
Finance administrator  
Finance assistant  
Finance clerk  
Tax assistant  
Treasurer  
Valuation assistant

## MINOR GROUP 413

### ADMINISTRATIVE OCCUPATIONS: RECORDS

Workers in this minor group create, maintain, update and file correspondence, data, documents and information held both in hard copy and electronically for storage, reference purposes and despatch.

Occupations in this minor group are classified into the following unit groups:

- 4131 RECORDS CLERKS AND ASSISTANTS**
- 4132 PENSIONS AND INSURANCE CLERKS AND ASSISTANTS**
- 4133 STOCK CONTROL CLERKS AND ASSISTANTS**
- 4134 TRANSPORT AND DISTRIBUTION CLERKS AND ASSISTANTS**
- 4135 LIBRARY CLERKS AND ASSISTANTS**
- 4138 HUMAN RESOURCES ADMINISTRATIVE OCCUPATIONS**

#### 4131 RECORDS CLERKS AND ASSISTANTS

Records clerks and assistants maintain and update electronic and/or hard copy documents, correspondence and other records, and organise their storage.

clerical tasks in relation to the administration of pensions and insurance policies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants typically possess GCSEs/S grades or equivalent qualifications. Training is normally provided on-the-job. NVQs/SVQs in Administration at Levels 1 and 2 are available.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants usually possess GCSEs/S grades. Training is usually provided on-the-job. NVQs/SVQs, apprenticeships and professional qualifications are available in some areas.

#### TASKS

- examines and sorts incoming material;
- classifies, files, archives and locates documents and other records;
- copies or duplicates documents or other records;
- performs specialised clerical tasks in connection with conveyancing, litigation and the maintenance of medical records.

#### TASKS

- answers queries from clients and assists in interpreting and completing information requested on forms;
- checks forms completed by clients and contacts clients to obtain additional information or to clarify details;
- makes arrangements for financial advisers to visit clients and potential customers;
- transfers information from application forms and other documentation to computerised records;
- receives notice of changes to personal circumstances and updates files;
- issues application forms, policy documents, reminders, claims forms and other standard documentation;
- performs general clerical duties to support senior staff.

#### RELATED JOB TITLES

Admissions officer  
Clerical officer (*hospital service*)  
Filing clerk  
Records clerk  
Ward clerk

#### RELATED JOB TITLES

Administrator (*insurance*)  
Claims handler  
Clerical assistant (*insurance*)  
Insurance clerk  
Pensions administrator

#### 4132 PENSIONS AND INSURANCE CLERKS AND ASSISTANTS

Pensions and insurance clerks and assistants provide general clerical support to senior colleagues and perform specialist



**4133 STOCK CONTROL CLERKS AND ASSISTANTS**

Stock control clerks and assistants receive orders from customers, prepare requisitions or despatch documents for ordered goods, maintain and update records, files and other correspondence in relation to the storage and despatch of goods.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic requirements, although entrants usually possess GCSEs/S grades. Training is usually provided on-the-job. NVQs/ SVQs in relevant areas are available at Levels 2 and 3.

**TASKS**

- receives and checks in deliveries from suppliers or completed stock to be despatched to customers;
- allocates appropriate storage space in accordance with stock control and space utilisation policies;
- receives enquiries and orders from customers, and quotes prices, discounts, delivery dates and other relevant information;
- prepares requisitions, consignments and other despatch documents;
- checks requisitions against stock records and forwards to issuing department;
- adjusts stock records as orders are received, reports on damaged stock and prepares requisitions to replenish damaged stock.

**RELATED JOB TITLES**

Despatch clerk  
Material controller  
Stock control clerk  
Stock controller  
Stores administrator

**4134 TRANSPORT AND DISTRIBUTION CLERKS AND ASSISTANTS**

Workers in this unit group perform various clerical functions relating to the transport and distribution of goods and freight.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic requirements, although entrants usually possess GCSEs/S grades. Training is usually

provided on-the-job. NVQs/ SVQs in relevant areas are available at Levels 1, 2 and 3.

**TASKS**

- processes customer orders and forwards requisition documentation to storage and distribution personnel;
- formulates delivery loads, vehicle schedules and routes to be followed by delivery staff;
- monitors tachograph readings and maintains records of hours worked and distance travelled by drivers;
- obtains customs clearance and processes import and export documentation necessary for the movement of goods between countries;
- maintains records regarding the movement and location of freight, containers and staff.

**RELATED JOB TITLES**

Export clerk  
Logistics controller  
Shipping clerk  
Transport administrator  
Transport clerk  
Transport coordinator

**4135 LIBRARY CLERKS AND ASSISTANTS**

Library clerks and assistants classify, sort and file publications, documents, audio-visual and computerised material in libraries and offices.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic requirements, although entrants usually possess GCSEs/S grades or A-Levels/H grades. Training is usually provided on-the-job. NVQs/ SVQs in Information and Library Services are available at Levels 2 and 3.

**TASKS**

- sorts, catalogues and maintains library records;
- locates and retrieves material on request for borrowers;
- issues library material and records date of issue/ due date for return;
- classifies, labels and indexes new books;
- performs simple repairs on old books.

**RELATED JOB TITLES**

Information assistant (*library*)  
 Learning resource assistant  
 Library assistant  
 Library clerk  
 Library supervisor

**4138 HUMAN RESOURCES ADMINISTRATIVE OCCUPATIONS**

Job holders in this unit group provide administrative support for the human resources (HR) operations within organisations.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No formal educational qualifications are required for entry, although most entrants will possess GCSE/S grades. Certification from the Chartered Institute of Personnel and Development is available, along with relevant NVQs/SVQs at various levels.

**TASKS**

- supports senior HR staff in the development and implementation of HR and industrial relations policies;
- arranges advertisements for jobs in the relevant media;
- provides practical support for recruitment and selection procedures such as checking application forms, arranging interviews of candidates and ensuring the interview panel receive all relevant documentation;
- provides administrative support for training courses, work placements etc.;
- implements and maintains HR records systems.

**RELATED JOB TITLES**

Course administrator  
 Human resources administrator  
 Personnel administrator  
 Personnel clerk

## MINOR GROUP 415 OTHER ADMINISTRATIVE OCCUPATIONS

Workers in this minor group perform a variety of general and sales-related administrative tasks.

Occupations in this minor group are classified into the following unit groups:

### **4151 SALES ADMINISTRATORS**

### **4159 OTHER ADMINISTRATIVE OCCUPATIONS N.E.C.**

#### **4151 SALES ADMINISTRATORS**

Sales administrators provide support to the process of selling equipment, materials and other products or services.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic requirements, although entrants typically possess GCSEs/S grades or equivalent qualifications. Training is normally provided on-the-job. NVQs/SVQs in Administration are available at Levels 1 and 2.

#### **TASKS**

- provides information to customers on products and prices;
- fields telephone enquiries from prospective customers on behalf of the sales team;
- prepares sales invoices and maintains records and accounts of sales activity;
- handles customer complaints or forwards them to relevant member of sales team;
- carries out general clerical duties.

#### **RELATED JOB TITLES**

Marketing administrator  
Sales administrator  
Sales clerk  
Sales coordinator

#### **4159 OTHER ADMINISTRATIVE OCCUPATIONS N.E.C.**

Job holders in this unit group are responsible for recording, filing and disseminating information for a business, organisation or individual not elsewhere classified in MINOR GROUP 415: Other Administrative Occupations

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic requirements, although entrants usually possess GCSEs/S grades. Training is usually provided on-the-job. NVQs/SVQs in Administration are available at Levels 2 and 3.

#### **TASKS**

- stores information by filling in forms, writing notes and filing records;
- types reports, memos, notes, minutes and other documents;
- receives and distributes incoming and outgoing correspondence;
- checks figures, prepares invoices and records details of financial transactions made.

#### **RELATED JOB TITLES**

Administrative assistant  
Clerical assistant  
Clerical officer  
Clerk  
Office administrator

## MINOR GROUP 416

### ADMINISTRATIVE OCCUPATIONS: OFFICE MANAGERS AND SUPERVISORS

Workers in this minor group coordinate the day-to-day running of offices providing the administrative services of commercial, industrial and other non-governmental organisations and public agencies, and supervise the staff within those offices.

Occupations in this minor group are classified into the following unit groups:

- 4161 OFFICE MANAGERS**
- 4162 OFFICE SUPERVISORS**

#### 4161 OFFICE MANAGERS

Office managers plan, organise and co-ordinate the activities and resources of offices within commercial, industrial and other non-governmental organisations and public agencies. (National and local government office managers are classified to unit group 3561: Public services associate professionals.)

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry will usually require GCSEs/S grades but is possible with other academic qualifications and/or relevant experience. Professional qualifications are available in some areas of work.

#### TASKS

- plans work schedules, assigns tasks and delegates responsibilities;
- advises on the handling of all correspondence and enquiries relating to accounts, sales, statistical and vacancy records;
- ensures that procedures for considering, issuing, amending and endorsing insurance policies are adhered to;
- plans, organises and co-ordinates the activities and resources of other offices not elsewhere classified including box offices, other ticket offices and accommodation bureaux.

#### RELATED JOB TITLES

Business support manager  
 Delivery office manager  
 Office manager  
 Practice manager  
 Sales administration manager  
 Sales office manager

#### 4162 OFFICE SUPERVISORS

Office supervisors oversee operations and directly supervise and coordinate the activities of those carrying out general administrative and clerical work and performing specialist administrative and clerical duties in relation to finance, records, sales and other services to a variety of commercial, industrial and other non-governmental organisations and public agencies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entrants will normally have significant relevant work experience and may require professional qualifications in some areas.

#### TASKS

- directly supervises and coordinates the activities of office staff;
- establishes and monitors work schedules to meet the organisation's requirements;
- liaises with managers and other senior staff to resolve operational problems;
- determines or recommends staffing and other needs to meet the organisation's requirements;
- reports as required to managerial staff on work-related matters.

#### RELATED JOB TITLES

Administration supervisor  
 Clerical supervisor  
 Facilities supervisor  
 Office supervisor

## SUB-MAJOR GROUP 42

# SECRETARIAL AND RELATED OCCUPATIONS

Secretarial occupations perform general secretarial, clerical and organisational duties in support of management and other workers, and provide specialist secretarial support for medical and legal activities.

### MINOR GROUP 421

## SECRETARIAL AND RELATED OCCUPATIONS

Workers in this minor group provide dictation services, type, edit and print documents, perform general clerical and organisational duties in support of management or other workers, and receive and direct clients and visitors to commercial, government and other establishments.

Occupations in this minor group are classified into the following unit groups:

- 4211 MEDICAL SECRETARIES**
- 4212 LEGAL SECRETARIES**
- 4213 SCHOOL SECRETARIES**
- 4214 COMPANY SECRETARIES**
- 4215 PERSONAL ASSISTANTS AND OTHER SECRETARIES**
- 4216 RECEPTIONISTS**
- 4217 TYPISTS AND RELATED KEYBOARD OCCUPATIONS**

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#### 4211 MEDICAL SECRETARIES

Medical secretaries deal with correspondence, make appointments and handle patients' queries; file and maintain medical and other records; transcribe notes and dictation; and perform other clerical tasks in hospitals/surgeries and other medical establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require GCSEs/S grades or an Intermediate GNVQ/GSVQ Level II. To qualify as a medical secretary, entrants take a one-year full-time or two-year part-time diploma in medical secretarial studies. NVQs/SVQs in Administration are available at Levels 2, 3 and 4.

#### TASKS

- sorts and files correspondence and maintains diary of the person/s for whom he/she works;
- transcribes dictation into required format;
- maintains patients' records and arranges appointments;
- answers enquiries and refers patient to appropriate experts;
- organises and attends meetings and takes minutes of proceedings;
- books resources such as rooms and refreshments, and orders stationery and other supplies as appropriate.

#### RELATED JOB TITLES

Clinic coordinator  
Clinic administrator  
Medical administrator  
Medical secretary  
Secretary (*medical practice*)

#### 4212 LEGAL SECRETARIES

Legal secretaries file and maintain legal and other records, transcribe notes and dictation into typewritten form and perform other routine clerical tasks in legal practices.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although employers may expect candidate to possess a legal secretarial qualification. Entrants to professional legal courses typically require GCSEs/S grades or equivalent qualifications. NVQs/SVQs in Administration are available at Levels 2, 3 and 4.

#### TASKS

- types letters and legal documents such as wills and contracts;
- maintains court and clients' records, organises diaries and arranges appointments;
- answers enquiries and directs clients to appropriate experts;

- attends meetings and keeps records of proceedings;
- delivers and collects documents;
- sorts and files correspondence and carries out general clerical work.

### RELATED JOB TITLES

Legal administrator  
 Legal clerk  
 Legal secretary  
 Secretary (*legal services*)

### 4213 SCHOOL SECRETARIES

School secretaries provide administrative support in schools by keeping and maintaining school records and performing a range of routine clerical tasks within the school.

### TYPICAL ENTRY ROUTES AND ASSOCIATE QUALIFICATIONS

There are no minimum academic requirements, although entrants to professional secretarial courses typically require GCSEs/S grades. NVQs/SVQs in Administration are available at Levels 2, 3 and 4.

### TASKS

- sorts, files and otherwise deals with incoming and outgoing correspondence;
- types directly or transcribes letters, reports and other documents, and prints or photocopies documents as required;
- maintains administrative records relating to pupils and staff, and generates statistical and other reports;
- handles enquiries from parents and arranges meetings with members of staff;
- undertakes reception duties for visitors, handles face-to-face and telephone enquiries and passes on messages;
- orders equipment and stationery;
- arranges payment of invoices, handles cash.

### RELATED JOB TITLES

Clerical assistant (*schools*)  
 School administrator  
 School secretary  
 Secretary (schools)

### 4214 COMPANY SECRETARIES

Company secretaries (excluding qualified chartered secretaries) file and maintain company records, translate notes and dictation into typewritten form and perform other clerical tasks within commercial organisations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants to professional secretarial courses typically require GCSEs/S grades. NVQs/SVQs in Administration are available at Levels 2, 3 and 4.

### TASKS

- opens, sorts, distributes and files correspondence (both hard copy and electronic);
- uses appropriate software to produce correspondence, memoranda, reports, presentations and other documents from drafts, handwritten copy or by transcribing dictation;
- deals directly with routine correspondence;
- files and retrieves documents, sets up and maintains filing systems and reproduces copies of documentation as required;
- keeps appointments diary, makes travel arrangements and arranges conference and other functions;
- arranges meetings, circulates agenda and other meeting documents, attends meetings, and takes and prepares minutes;
- answers, screens, handles and directs telephone requests and enquiries, takes messages and forwards to the appropriate member of staff;
- undertakes reception responsibilities by greeting visitors and arranging refreshments;
- ensures office supplies such as stationery and equipment are maintained.

### RELATED JOB TITLES

Assistant secretary  
 Club secretary  
 Company secretary

## 4215 PERSONAL ASSISTANTS AND OTHER SECRETARIES

Personal assistants and other secretaries provide administrative and secretarial support to individuals, departmental or management teams within organisations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entry to professional secretarial courses typically requires GCSEs/S grades. NVQs/SVQs are available in Administration at Levels 2, 3 and 4.

### TASKS

- acts as a first point of contact for a manager or team with colleagues and people from outside organisations, fields telephone enquiries, takes and passes on messages;
- arranges appointments, keeps business diary, organises travel arrangements, makes reservations and organises a variety of functions;
- opens, sorts, distributes and files correspondence (in hard copy and electronic) and deals directly with routine correspondence;
- uses appropriate software to produce correspondence, memoranda, reports, presentations and other documents from drafts, handwritten copy or by transcribing dictation;
- arranges and attends meetings, takes minutes and prepares records of proceedings;
- translates documents and liaises with overseas clients and suppliers.

### RELATED JOB TITLES

Executive assistant  
PA-secretary  
Personal assistant  
Personal secretary  
Secretary

## 4216 RECEPTIONISTS

Receptionists receive and direct telephone calls and visitors to commercial, government and other establishments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although many employers expect entrants to possess GCSEs/S grades.

There are a variety of relevant vocational qualifications available. NVQs/SVQs in Administration are available at Level 2 that encompass various aspects of reception work. Professional qualifications are also available.

### TASKS

- receives callers and clients and directs them to the appropriate person or department;
- records the details of enquiries and makes appointments and reservations;
- answers, screens and forwards or otherwise deals with telephone enquiries;
- supplies brochures, pamphlets and other information for clients;
- records details of visitors, issues security passes and informs visitors of any actions to be taken in case of an emergency;
- maintains reception area in good order.

### RELATED JOB TITLES

Dental receptionist  
Doctor's receptionist  
Medical receptionist  
Receptionist  
Receptionist-secretary

## 4217 TYPISTS AND RELATED KEYBOARD OCCUPATIONS

Job holders in this unit group type letters, memos, reports and other documents from draft, handwritten or dictated matter, using appropriate software packages.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades. Entrants are normally expected to have obtained minimum typing speeds and hold vocational certificates. Units in keyboarding skills and producing documents are included in NVQs/SVQs in Administration at Levels 1 to 4.

### TASKS

- types letters, memos, reports, presentations and other documents using the appropriate software;
- inserts logos and other special features and formats as specified;
- proof reads, edits and corrects errors to produce clean copy to specified layout;

- adjusts settings of printer as necessary and monitors quality of printed document.

#### **RELATED JOB TITLES**

Audio typist

Computer operator

Typist

Typist-clerk

Word processor



# **MAJOR GROUP 5**

## **SKILLED TRADES OCCUPATIONS**

This major group covers occupations whose tasks involve the performance of complex physical duties that normally require a degree of initiative, manual dexterity and other practical skills. The main tasks of these occupations require experience with, and understanding of, the work situation, the materials worked with and the requirements of the structures, machinery and other items produced.

Most occupations in this major group have a level of skill commensurate with a substantial period of training, often provided by means of a work-based training programme.

Occupations in this major group are classified into the following sub-major and minor groups:

### **51 SKILLED AGRICULTURAL AND RELATED TRADES**

#### **511 AGRICULTURAL AND RELATED TRADES**

### **52 SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES**

#### **521 METAL FORMING, WELDING AND RELATED TRADES**

#### **522 METAL MACHINING, FITTING AND INSTRUMENT MAKING TRADES**

#### **523 VEHICLE TRADES**

#### **524 ELECTRICAL AND ELECTRONIC TRADES**

#### **525 SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES SUPERVISORS**

### **53 SKILLED CONSTRUCTION AND BUILDING TRADES**

#### **531 CONSTRUCTION AND BUILDING TRADES**

#### **532 BUILDING FINISHING TRADES**

#### **533 CONSTRUCTION AND BUILDING TRADES SUPERVISORS**

### **54 TEXTILES, PRINTING AND OTHER SKILLED TRADES**

#### **541 TEXTILES AND GARMENTS TRADES**

#### **542 PRINTING TRADES**

#### **543 FOOD PREPARATION AND HOSPITALITY TRADES**

#### **544 OTHER SKILLED TRADES**

## SUB-MAJOR GROUP 51

# SKILLED AGRICULTURAL AND RELATED TRADES

Skilled agricultural and related trades cultivate crops, raise animals and catch fish for consumption, grow plants and trees for sale, tend gardens, parks, sports pitches and other recreational areas, and maintain areas of forestry.

### MINOR GROUP 511

#### AGRICULTURAL AND RELATED TRADES

Those working in agricultural and related trades occupations cultivate crops and raise animals for consumption, grow plants, trees, shrubs and flowers for sale, tend private and public gardens, parks, sports pitches and other recreational areas, and perform a variety of other skilled occupations related to agriculture and fishing.

Occupations in this minor group are classified into the following unit groups:

- 5111 FARMERS**
- 5112 HORTICULTURAL TRADES**
- 5113 GARDENERS AND LANDSCAPE GARDENERS**
- 5114 GROUNDSMEN AND GREENKEEPERS**
- 5119 AGRICULTURAL AND FISHING TRADES N.E.C.**

#### 5111 FARMERS

Farmers and related occupations cultivate arable crops, fruits and trees, and raise cattle, sheep, pigs, poultry and other livestock for consumption.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal academic qualifications are required, but prior practical farming experience is normally needed. Training is typically received on-the-job and via a variety of vocational qualifications in agriculture, including NVQs/SVQs at Levels 1 to 4. Apprenticeships are also available in some areas.

#### TASKS

- feeds and waters animals, takes responsibility for livestock health and welfare, treats minor ailments and calls vet if necessary;
- plants, propagates, sprays, fertilises and harvests field crops;
- undertakes farm maintenance tasks such as fencing, hedging, cleaning and building maintenance;
- operates and maintains farm machinery such as combine harvesters, straw balers, milking machines and tractors;
- arranges for the sale of crops, livestock and other farm produce;
- maintains records of production, finance and breeding;
- ensures good environmental practice is observed in all tasks.

#### RELATED JOB TITLES

Agricultural contractor  
Agricultural technician  
Crofter (*farming*)  
Farmer  
Herd manager

#### 5112 HORTICULTURAL TRADES

Horticultural trades workers intensively cultivate vegetables, plants, fruit, shrubs, trees and flowers in greenhouses, market gardens, nurseries and orchards.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. NVQs/SVQs in Horticulture are available at Levels 1, 2 and 3. Professional qualifications from the Royal Horticultural Society are also available.

#### TASKS

- prepares soil in field, bed or pot by hand or machine;
- mixes soil, composts, fertilisers and/or organic matter and spreads fertiliser and manure;
- sows seeds and bulbs and transplants seedlings;
- propagates plants by taking cuttings and by grafting and budding, applies weed-killer, fungicide and insecticide to control pests and diseases;

- prunes and thins trees and shrubs;
- supports trees by staking and wiring.

### RELATED JOB TITLES

Grower

Horticulturalist (*market gardening*)

Market Gardener

Nursery Assistant (*agriculture*)

Nurseryman

## 5113 GARDENERS AND LANDSCAPE GARDENERS

Gardeners and landscape gardeners cultivate flowers, trees, shrubs and other plants in public and private gardens, construct features to improve the appearance of existing terrain, and cut and lay turf.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. NVQs/SVQs in Horticulture are available at Levels 1, 2 and 3. Professional qualifications are also available.

### TASKS

- levels ground and installs drainage system as required;
- prepares soil and plants and transplants, prunes, weeds and otherwise tends plant life;
- protects plants from pests and diseases;
- cuts and lays turf using hand and machine tools and repairs damaged turf;
- prepares or interprets garden design plans;
- moves soil to alter surface contour of land using mechanical equipment and constructs paths, rockeries, ponds and other features;
- performs general garden maintenance.

### RELATED JOB TITLES

Garden designer

Gardener

Gardener-handyman

Landscape gardener

## 5114 GROUNDSMEN AND GREENKEEPERS

Groundsmen and greenkeepers cut and lay turf and maintain areas for golf courses and other sports grounds.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. NVQs/SVQs in Sports Turf Management are available at Level 4. Professional qualifications are also available.

### TASKS

- levels ground and installs drainage system as required;
- cuts and lays turf using hand and machine tools and repairs damaged turf;
- moves soil to alter surface contour of land using mechanical equipment and constructs appropriate landscaping features and maintains such features;
- monitors and maintains the quality and condition of turf;
- rolls, mows and waters grass, marks out pitches.

### RELATED JOB TITLES

Greenkeeper

Groundsman

Groundsperson

## 5119 AGRICULTURAL AND FISHING TRADES N.E.C.

Job holders in this unit group perform a variety of agricultural and fishing tasks not elsewhere classified in MINOR GROUP 511: Agricultural and Related Trades.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal academic qualifications are required. Training is typically received on-the-job. A variety of vocational and academic qualifications in fish farming, forestry, horse and other animal care are available. Professional qualifications are also available and may be mandatory in some areas.

### TASKS

- nets river fish and feeds and maintains them in spawning pens, cultivates and harvests oysters, mussels and clams on natural and artificial beds, treats water and diseased fish, and empties and cleans outdoor tanks;
- navigates and maintains shipping vessels, assists with the shooting, hauling and repairing of fishing nets, prepares, lays and empties baited pots, and guts, sorts and stows fish;
- establishes and maintains forest nurseries, forestry and woodland, and diagnoses and treats diseased trees;

- patrols a designated area of the countryside to monitor damage, erosion, access to rights of way and the state of footpaths and other facilities, and carries out remedial maintenance work as necessary;
- monitors and maintains the level of wildfowl on public and private estates.

**RELATED JOB TITLES**

Aboricultural consultant  
Bee farmer  
Gamekeeper  
Share fisherman  
Trawler skipper  
Tree surgeon

## SUB-MAJOR GROUP 52

# SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES

Workers in this sub-major group shape and join metal, erect and maintain metal structures and fixtures; set up and operate metal working machinery and install and repair industrial plant and machinery; assemble parts in the manufacture of metal goods; make and calibrate precision instruments; install, test and repair air conditioning systems; maintain and repair motor vehicles; and install, test and repair industrial, domestic and commercial electrical and electronic equipment.

### MINOR GROUP 521

#### METAL FORMING, WELDING AND RELATED TRADES

Metal forming, welding and related trades workers shape, cast, finish and join metal, and erect, install, maintain and repair metal structures and fixtures.

Occupations in this minor group are classified into the following unit groups:

- 5211 SMITHS AND FORGE WORKERS**
- 5212 MOULDERS, CORE MAKERS, DIE CASTERS**
- 5213 SHEET METAL WORKERS**
- 5214 METAL PLATE WORKERS AND RIVETERS**
- 5215 WELDING TRADES**
- 5216 PIPE FITTERS**

#### **5211 SMITHS AND FORGE WORKERS**

Smiths and forge workers operate or direct the operation of power hammers and presses to shape heated metal to requirements and to make and repair a variety of metal articles by heating, hammering and bending.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is usually via apprenticeships administered by professional associations and lasting up to four years. Apprenticeships incorporate technical training and practical experience and lead to recognised awards and membership of professional bodies.

#### **TASKS**

- reads and interprets order or blueprint to determine operational requirements;
- heats or supervises the heating in furnace of metal to be forged;
- positions or directs the positioning of heated metal on anvil or other work surface;
- operates or directs operation of press or hammer and repositions workpiece between strokes;
- uses special forging tools to shape and cut metal as required;

- bends or shapes metal by hand forging methods using hammers, punches, drifts and other hand tools;
- tempers and hardens forged pieces, as required, by quenching in oil or water;
- fits and secures horses shoes.

#### **RELATED JOB TITLES**

Blacksmith  
Chain repairer  
Farrier  
Pewtersmith  
Steel presser

#### **5212 MOULDERS, CORE MAKERS, DIE CASTERS**

Moulders, core makers and die casters make sand, loam and plaster moulds and cores for casting metal and pour or inject molten metal into dies by hand or machine.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess GCSEs/S grades or have relevant practical experience. Training is by apprenticeship including practical experience and technical training. Apprenticeships in Engineering Material Processing at NVQ/SVQ Level 3 are available.

**TASKS**

- positions moulding frame over pattern, fills it with sand, loam, or plaster and compacts by hand or machine;
- transfers mould unit to oven for baking or hardens by injecting carbon dioxide;
- separates mould from pattern and repairs damage or imperfections in mould surfaces;
- applies refractory bonding solution to moulds and dies to prevent molten metal fusing with sand;
- fits cores in mould to form hollow parts in casting;
- prepares casting pit with vents to allow the escape of gases, scoops molten metal from furnace using ladle and pours it into die or die casting machine.

**RELATED JOB TITLES**

Core Maker (*metal trades*)

Die Caster

Moulder (*metal trades*)

Pipe Maker (*foundry*)

**5213 SHEET METAL WORKERS**

Sheet metal workers mark out, cut, shape and join sheet metal using hand or machine tools to make and repair sheet metal products and components (excluding vehicle bodywork).

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess GCSEs/S grades. Training is usually via apprenticeship including practical experience and technical training. Apprenticeships in Engineering Materials Processing, Engineering Assembly and Engineering Construction are available.

**TASKS**

- examines drawings and specifications to assess job requirements;
- uses template, measuring instruments and tools to mark out layout lines and reference points;
- uses hand or machine tools to bend, roll, fold, press or beat cut sheet metal;
- assembles prepared parts and joins them by bolting, welding or soldering;
- finishes product by grinding, filing, cleaning and polishing;

- repairs damaged metal parts such as copper sheets and tubes by beating, riveting, soldering, welding and fitting replacement parts;
- checks final product to ensure conformity with specifications.

**RELATED JOB TITLES**

Coppersmith

Panel beater (*metal trades*)

Sheet metal fabricator

Sheet metal worker

**5214 METAL PLATE WORKERS AND RIVETERS**

Metal plate workers and riveters mark off, drill, shape, position, rivet and seal metal plates and girders to form structures and frameworks.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess GCSEs/S grades. Training is usually via apprenticeship including practical experience and technical training. Apprenticeships in Engineering Materials Processing, Engineering Assembly and Engineering Construction are available.

**TASKS**

- examines drawings and specifications and uses rules, scribes and punches to mark out metal plate with guidelines and reference points;
- cuts metal plate to markings using hand or machine tools;
- uses machine tools to bend, curve, punch, drill and straighten metal plate as required;
- uses hydraulic jacks to position and align metal platework or frame for welding and bolting;
- selects suitable rivets and rivets together metal plates and girders;
- seals seams with caulking compound, smoothes welds, fixes metal doors, metal collars, portholes, tank and hatch covers and performs other metal plate finishing tasks using a variety of hand and power tools.

**RELATED JOB TITLES**

Boiler maker

Metal plate worker

Plater

Plater-welder

**5215 WELDING TRADES**

Welding trades workers join metal parts by welding, brazing and soldering, and cut and remove defects from metal using a variety of equipment and techniques.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess GCSEs/S grades or an appropriate GNVQ/GSVQ. Training is typically by apprenticeship incorporating practical experience and technical training. NVQs/SVQs are available at Levels 1, 2 and 3. Welders must normally pass a competency test in the particular type of welding to be carried out.

**TASKS**

- selects appropriate welding equipment such as electric arc, gas torch, etc.;
- connects wires to power supply, or hoses to oxygen, acetylene, argon, carbon dioxide, electric arc, or other source and adjusts controls to regulate gas pressure and rate of flow;
- cuts metal pieces using gas torch or electric arc;
- guides electrode or torch along line of weld, burns away damaged areas, and melts brazing alloy or solder into joints;
- cleans and smooths weld;
- checks finished workpiece for defects and conformity with specification.

**RELATED JOB TITLES**

Fabricator-welder  
Fitter-welder  
Spot welder (metal)  
Welder  
Welding technician

**5216 PIPE FITTERS**

Workers in this unit group install pipe systems and maintain and repair pipes in major utilities, industrial and construction settings and sites.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, although some employers may expect entrants to possess GCSEs/S grades. Training is usually via apprenticeship including practical experience and technical training. NVQs/SVQs in Mechanical Engineering Services (Plumbing) at Levels 2 and 3 are available.

**TASKS**

- examines drawings and specifications to determine layout of piping;
- measures and cuts required lengths of copper, lead, steel, iron, aluminium or plastic piping using hand or machine tools;
- installs pipes for heating, ventilating, fire prevention, water and similar systems in industrial and construction settings, including oil rigs and terminals, sewerage systems and other mains networks;
- fits piping into position and joins sections by welding, soldering, cementing, fusing, screwing or by other methods;
- tests pipe work for leaks and makes necessary adjustments.

**RELATED JOB TITLES**

Pipe engineer  
Pipe fitter  
Pipe welder-fitter

## MINOR GROUP 522

### METAL MACHINING, FITTING AND INSTRUMENT MAKING TRADES

Metal machining, fitting and instrument making trades workers mark out metal for machine tool working, set up and operate lathes, boring, drilling, grinding, milling machines and presses, assemble and repair machine tools, install and repair plant and industrial machinery, fit and assemble parts and sub-assemblies in the manufacture of metal products, make, calibrate, test and repair precision and optical instruments, and install and repair air-conditioning and refrigeration systems.

Occupations in this minor group are classified into the following unit groups:

- 5221 METAL MACHINING SETTERS AND SETTER-OPERATORS**
- 5222 TOOL MAKERS, TOOL FITTERS AND MARKERS-OUT**
- 5223 METAL WORKING PRODUCTION AND MAINTENANCE FITTERS**
- 5224 PRECISION INSTRUMENT MAKERS AND REPAIRERS**
- 5225 AIR-CONDITIONING AND REFRIGERATION ENGINEERS**

#### **5221 METAL MACHINING SETTERS AND SETTER-OPERATORS**

Job holders in this unit group operate machines to drill, bore, grind, cut, mill or otherwise shape metal workpieces.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements although some employers may require GCSEs/S grades. Engineering apprenticeships, BTEC and City and Guilds qualifications are available together with on-the-job training. NVQs/ SVQs at Level 2 are available.

#### **TASKS**

- examines drawings and specifications to determine appropriate method, sequence of operations and machine setting;
- selects and fixes work-holding devices and appropriate cutting, shaping, grinding and/or forming tools;
- sets machine controls for rotation speeds, depth of cut and stroke, and adjusts machine table, stops and guides;
- operates automatic or manual controls to feed tool to workpiece or vice versa and checks accuracy of machining;
- repositions workpiece, changes tools and resets machine as necessary during production run;
- instructs operators on the safe and correct method of operation of the machine.

#### **RELATED JOB TITLES**

CNC machinist  
CNC programmer  
Centre lathe turner

Miller (*metal trades*)

Tool setter

Turner

#### **5222 TOOL MAKERS, TOOL FITTERS AND MARKERS-OUT**

Tool makers, tool fitters and markers-out mark out metal for machining and fit, assemble and repair machine and press tools, dies, jigs, fixtures and other tools.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements although some employers may require GCSEs/S grades. Engineering apprenticeships, BTEC and City and Guilds qualifications are available together with on-the-job training. NVQs/ SVQs at Level 2 are available.

#### **TASKS**

- examines drawings and specifications to determine appropriate method and sequence of operations;
- marks out reference points using measuring instruments and tools such as punches, rules and squares;
- operates hand and machine tools to shape workpieces to specifications and checks accuracy of machining;
- assembles prepared parts, checks their alignment with micrometers, optical projectors and other measuring equipment and adjusts as necessary;
- repairs damaged or worn tools.

#### **RELATED JOB TITLES**

Die maker  
Engineer-toolmaker



Jig maker  
 Marker-out (*engineering*)  
 Tool fitter  
 Tool maker

### 5223 METAL WORKING PRODUCTION AND MAINTENANCE FITTERS

Metal working production and maintenance fitters erect, install and repair electrical and mechanical plant and industrial machinery, fit and assemble parts and sub-assemblies in the manufacture of metal products and test and adjust new motor vehicles and engines.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades, a GNVQ/ GSVQ or a BTEC/SQA award. Apprenticeships in Engineering Maintenance at NVQ/SVQ Level 3 are available.

#### TASKS

- examines drawings and specifications to determine appropriate methods and sequence of operations;
- fits and assembles parts and/or metal sub-assemblies to fine tolerances to make marine engines, prototype metal products, agricultural machinery and machine tools;
- fits and assembles, other than to fine tolerances, prepared parts and sub-assemblies to make motor vehicles, printing and agricultural machinery, orthopaedic appliances and other metal goods;
- examines operation of, and makes adjustments to, internal combustion engines and motor vehicles;
- erects, installs, repairs and services plant and industrial machinery, including railway stock, textile machines, coin operated machines, locks, sewing machines, bicycles and gas and oil appliances.

#### RELATED JOB TITLES

Agricultural engineer  
 Bench fitter  
 Engineering machinist  
 Fabricator  
 Installation engineer  
 Maintenance fitter  
 Mechanical engineer

### 5224 PRECISION INSTRUMENT MAKERS AND REPAIRERS

Precision instrument makers and repairers make, calibrate, test and repair precision and optical instruments such as barometers, compasses, cameras, calibrators, watches, clocks and chronometers.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Some GCSEs/S grades qualifications may be required. Training is usually via an apprenticeship including work experience and practical and technical training leading to recognised awards.

#### TASKS

- examines drawings or specifications to determine appropriate methods, materials and sequence of operation;
- marks out and machines aluminium, brass, steel and plastics using machine tools such as grinders, lathes and shapers;
- tests watches and clocks for repair to diagnose faults and removes, repairs or replaces damaged and worn parts;
- tests completed timepiece for accuracy using electronic or other test equipment;
- carries out service tasks such as cleaning, oiling and regulating;
- checks prepared parts for accuracy using measuring equipment, assembles parts and adjusts as necessary using hand and machine tools;
- positions, aligns and secures optical lenses in mounts;
- tests, adjusts and repairs precision and optical instruments.

#### RELATED JOB TITLES

Calibration engineer  
 Horologist  
 Instrument maker  
 Instrument mechanic  
 Instrument technician  
 Optical technician  
 Precision engineer  
 Watchmaker

## **5225 AIR-CONDITIONING AND REFRIGERATION ENGINEERS**

Jobholders in this unit group install, service and repair air-conditioning and refrigeration systems in factories, offices, shops and homes.

### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements although some employers may request GCSEs/S grades. Training is via an apprenticeship, or BTEC, City & Guilds or other specialised qualification.

### **TASKS**

- examines the proposed site to establish if installation plans are practical;

- plans layout of the system (pipework, ducts and control panels);
- produces detailed estimate of costs of the work;
- plans work schedule and installs the system;
- inspects and tests the installation;
- carries out maintenance checks and repairs.

### **RELATED JOB TITLES**

Air conditioning engineer  
 Air conditioning fitter  
 Refrigeration engineer  
 Refrigeration technician  
 Service engineer (refrigeration)

## MINOR GROUP 523 VEHICLE TRADES

Vehicle trades workers repair, service and maintain the bodies, engines, parts, sub-assemblies, internal trimmings, upholstery and exterior surfaces of vehicles.

Occupations in this minor group are classified into the following unit groups:

- 5231 VEHICLE TECHNICIANS, MECHANICS AND ELECTRICIANS**
- 5232 VEHICLE BODY BUILDERS AND REPAIRERS**
- 5234 VEHICLE PAINT TECHNICIANS**
- 5235 AIRCRAFT MAINTENANCE AND RELATED TRADES**
- 5236 BOAT AND SHIP BUILDERS AND REPAIRERS**
- 5237 RAIL AND ROLLING STOCK BUILDERS AND REPAIRERS**

### 5231 VEHICLE TECHNICIANS, MECHANICS AND ELECTRICIANS

Vehicle technicians, mechanics and electricians accept calls for help and repair and service the mechanical parts and electrical/electronic circuitry and components of cars, lorries, buses, motorcycles and other motor vehicles, and repair and service auto air-conditioning systems.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers may require GCSEs/S grades or an equivalent qualification. Training is undertaken off- and on-the-job. NVQs/SVQs at Levels 2 and 3 are available. Apprenticeships at NVQ/SVQ Levels 2 and 3 are available and take three to four years to complete.

#### TASKS

- visually checks, test drives or uses test equipment to diagnose engine and mechanical faults;
- removes, dismantles, repairs and replaces defective parts and prepares new parts using appropriate tools;
- reassembles, tests, adjusts and tunes the appropriate parts, systems or entire engine;
- carries out routine maintenance checks on oil and air filters, brakes and other vehicle parts/systems;
- diagnoses faults in electrical/electronic circuitry, removes faulty components and fits replacements;
- checks condition of electrical/electronic systems and carries out servicing tasks;
- installs additional electrical amenities such as radio/CD players, aerials;

- repairs and services air conditioning, heating and engine-cooling systems.

#### RELATED JOB TITLES

Auto electrician  
Car mechanic  
HGV mechanic  
Mechanic (*garage*)  
MOT tester  
Motor mechanic  
Motor vehicle technician  
Technician (motor vehicles)  
Vehicle technician

### 5232 VEHICLE BODY BUILDERS AND REPAIRERS

Job holders in this unit group construct and repair the bodies of road vehicles, and fit interior and exterior fittings to vehicle bodies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements although some employers may require GCSEs/S grades or an equivalent qualification. Apprenticeships at NVQ/SVQ Levels 2 and 3 are also available and take between three to four years to complete. Off- and on-the-job training is provided. NVQs/SVQs at Levels 2 and 3 are available.

#### TASKS

- diagnoses job requirements or ascertains work specifications from drawings or instructions;
- selects, cuts, shapes and assembles materials to form parts of vehicle underframe, framework and body;

- repairs damage to chassis and engine mountings using hydraulic rams, jacks and jigs;
- hammers out dents in bodywork, fills in small depressions or corroded areas in solder, plastic or other filler compound and replaces body panels using hand and power tools;
- installs and repairs interior fittings including seats, seatbelts and fascia in cars, sinks and special features in caravans and mobile shops;
- positions, secures and repairs external fittings including windows, doors, door handles, catches and roof attachments.

### RELATED JOB TITLES

Bodyshop technician  
 Car body repairer  
 Coach builder  
 Panel beater  
 Restoration technician (motor vehicles)  
 Vehicle builder

### 5234 VEHICLE PAINT TECHNICIANS

Vehicle paint technicians use spray equipment to apply paint, cellulose and other protective or decorative materials to the bodywork of motor vehicles.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements although some employers may require GCSEs/S grades or an equivalent qualification. Off- and on-the-job training is provided. NVQs/SVQs at Levels 2 and 3 are available. Apprenticeships at NVQ/SVQ Levels 2 and 3 are also available and take between three to four years to complete.

### TASKS

- applies masking material to protect areas not to be coated and removes any external fixtures;
- consults vehicle colour code, chooses appropriate paint or mixes paint to achieve desired consistency and colour;
- uses hand or electrostatic spray gun to coat surfaces, adjusting nozzle and pressure valves of the gun as required;
- removes masking materials and refits external fittings after completion of spraying;
- cleans and maintains spray equipment, protective clothing and spraying booth.

### RELATED JOB TITLES

Car paint sprayer  
 Coach painter  
 Paint technician (motor vehicles)  
 Vehicle refinisher

### 5235 AIRCRAFT MAINTENANCE AND RELATED TRADES

Jobholders in this unit group fit, service, repair and overhaul aircraft engines and assemblies. Licensed aircraft engineers are coded to UNIT GROUP 3113.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades, a GNVQ/ GSVQ or a BTEC/SQA award. Apprenticeships in Engineering Maintenance at NVQ/SVQ Level 3 are available. NVQs/SVQs in Aircraft Engineering Maintenance are available at Level 3.

### TASKS

- examines drawings, manuals and specifications to determine appropriate methods and sequence of operations;
- fits and assembles parts and/or metal sub-assemblies to fine tolerances to make aircraft engines;
- replaces engine components or complete engines, installs and tests electrical and electronic components and systems in aircraft;
- examines and inspects airframes and aircraft components, including landing gear, hydraulic systems, and deicers to detect wear, cracks, breaks, leaks, or other problems;
- maintains, repairs and rebuilds aircraft structures, functional components, and parts;
- maintains comprehensive repair logs.

### RELATED JOB TITLES

Aeronautical engineer  
 Aircraft electrician  
 Aircraft engineer  
 Aircraft fitter  
 Aircraft mechanic  
 Maintenance engineer (aircraft)

### 5236 BOAT AND SHIP BUILDERS AND REPAIRERS

Boat and ship builders and repairers construct, install and repair wooden structures and fittings, and shape, position, rivet and

seal metal plates and girders to form the metal structures and frameworks for marine craft.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants typically possess GCSEs/S grades. Training is usually via apprenticeship including practical experience and technical training. Apprenticeships in relevant aspects of engineering and construction are available at NVQ/SVQ Level 3.

### TASKS

- examines drawings and specifications to determine job requirements;
- uses rules, scribes and punches to mark out metal plate with guidelines and reference points and cuts plates using appropriate tools;
- uses machine tools to bend, curve, punch, drill and straighten metal plate as required and positions and aligns metal platework or frame for welding and bolting;
- rivets together metal plates and girders, seals seams, smoothes welds, fixes metal doors, collars, portholes, tank and hatch covers;
- selects and measures appropriate wood and cuts, shapes and drills to specification using saws, planes, chisels and other power or hand tools;
- aligns and fixes prepared wood pieces by screwing, nailing, gluing and dowelling to form decking, small wooden marine craft and their interiors and fittings;
- maintains and repairs woodwork and fittings.

### RELATED JOB TITLES

Boat builder  
Fitter (*boat building*)  
Frame turner (*ship building*)

Marine engineer  
Ship's joiner  
Shipwright

### 5237 RAIL AND ROLLING STOCK BUILDERS AND REPAIRERS

Rail and rolling stock builders and repairers erect, fit, assemble and repair rolling stock parts and sub-assemblies, and test and adjust new engines for trains.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades, a GNVQ/ GSVQ or a BTEC/SQA award. Apprenticeships in Engineering Maintenance at NVQ/SVQ Level 3 are available.

### TASKS

- examines drawings and specifications to determine appropriate methods and sequence of operations;
- fits and assembles parts and/or metal sub-assemblies to make train engines;
- examines rolling stock for defects, removes, replaces and repairs faulty parts;
- inspects and tests new and repaired machinery for conformity with standards and specifications;
- oils and greases train engines;
- maintains record of repairs and maintenance carried out.

### RELATED JOB TITLES

Coach repairer (*railways*)  
Mechanical fitter (railway and rolling stock)  
Railway engineer  
Rolling stock technician

## MINOR GROUP 524 ELECTRICAL AND ELECTRONIC TRADES

Workers in electrical and electronic trades install wiring in road and rail vehicles and aircraft and assemble, install, maintain, test and repair electrical and electronic equipment, components and systems concerned with lighting, signalling, telecommunications, radio and television and other commercial, industrial and domestic functions.

Occupations in this minor group are classified into the following unit groups:

- 5241 ELECTRICIANS AND ELECTRICAL FITTERS**
- 5242 TELECOMMUNICATIONS ENGINEERS**
- 5244 TV, VIDEO AND AUDIO ENGINEERS**
- 5245 IT ENGINEERS**
- 5249 ELECTRICAL AND ELECTRONIC TRADES N.E.C.**

### 5241 ELECTRICIANS AND ELECTRICAL FITTERS

Electricians and electrical fitters assemble parts in the manufacture of electrical and electronic equipment, and install, maintain, and repair electrical plant, machinery, appliances and wiring.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may not be required, though some GCSEs/S grades or an equivalent qualification may be an advantage. NVQs/SVQs in Servicing Electronic Systems are available at Levels 1, 2 and 3. Apprenticeships combining practical work experience and technical training are available at Levels 2 and 3. Entrants must have good eyesight and normal colour vision.

#### TASKS

- examines drawings, specifications and wiring diagrams to determine the method and sequence of operations;
- selects, cuts and lays wires and connects to sockets, plugs or terminals by crimping, soldering, brazing or bolting;
- cuts, bends and installs electrical conduit;
- assembles parts and sub-assemblies using hand tools and by brazing, riveting or welding;
- installs electrical plant, machinery and other electrical fixtures and appliances such as fuse boxes, generators, light sockets etc.;
- examines electrical plant or machinery, domestic appliances and other electrical assembly for faults using test equipment and replaces worn parts and faulty wiring.

#### RELATED JOB TITLES

Electrical contractor

Electrical engineer  
Electrical fitter  
Electrician

### 5242 TELECOMMUNICATIONS ENGINEERS

Telecommunications engineers install, maintain and repair public and private telephone systems and maintain, test and repair telecommunications cables.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although entrants typically possess GCSEs/S grades or an equivalent qualification. Apprenticeships and traineeships combining work experience and practical training are available at NVQ/SVQ Levels 2 and 3.

#### TASKS

- installs internal cabling and wiring for telephone systems and fits and wires junction and distribution boxes;
- fixes connecting wires from underground and aerial lines to premises and connects cable terminals to inside wiring;
- installs telephones, switchboards and coin operated phone boxes;
- uses testing equipment to locate defective components of circuitry and makes any necessary repairs;
- tests installation and makes any further necessary adjustments;
- assists with the erection of wooden poles or steel towers to carry overhead lines;
- connects cables and tests for any defects;
- locates and repairs faults to lines and ancillary equipment;
- erects and maintains mobile telecommunications infrastructure.

**RELATED JOB TITLES**

Cable jointer  
 Customer service engineer (*telecommunications*)  
 Installation engineer (*telecommunications*)  
 Network officer (*telecommunications*)  
 Telecommunications engineer  
 Telephone engineer

**5244 TV, VIDEO AND AUDIO ENGINEERS**

TV, video and audio engineers service and repair domestic television, video and audio appliances.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess GCSEs/S grades or an equivalent qualification such as an Intermediate GNVQ/GSVQ Level II. Training is provided off- and on-the-job and may be supplemented by short courses delivered by manufacturers. NVQs/SVQs in Domestic Appliance Engineering are available at Level 3.

**TASKS**

- examines equipment and observes reception to determine nature of defect;
- uses electronic testing equipment to diagnose faults and check voltages and resistance;
- dismantles equipment and repairs or replaces faulty components or wiring;
- re-assembles equipment, tests for correct functioning and makes any necessary further adjustments;
- carries out service tasks such as cleaning and insulation testing according to schedule.

**RELATED JOB TITLES**

Installation engineer (radio, television and video)  
 Satellite engineer  
 Service engineer (radio, television and video)  
 Technician (radio, television and video)  
 Television engineer

**5245 IT ENGINEERS**

IT engineers install, maintain and repair the physical components of computer systems and equipment.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible with a variety of academic qualifications and/or

relevant experience. Entrants typically possess GCSEs/S grades and A levels/H grades, BTEC/SQA awards, an Advanced GNVQ/GSVQ Level III or a degree. Training is usually provided on-the-job supplemented by specialised courses. Postgraduate and professional qualifications, and NVQs/SVQs at Levels 2 and 3 are available.

**TASKS**

- installs, tests and maintains computer-related hardware (processors, memory chips, circuit boards, displays, sensors, data storage devices, printers, etc.) according to given specifications;
- diagnoses hardware related faults;
- repairs or replaces defective components;
- advises on and installs operating soft/firm ware and may carry out upgrades;
- maintains documentation to track and log work in progress and completed.

**RELATED JOB TITLES**

Computer repairer  
 Computer service engineer  
 Hardware engineer (computer)  
 Maintenance engineer (computer servicing)

**5249 ELECTRICAL AND ELECTRONIC TRADES N.E.C.**

Job holders in this group perform a variety of electrical and electronic occupations not elsewhere classified in MINOR GROUP 524: Electrical and Electronic Trades.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements although entrants typically possess GCSEs/S grades. Training is usually by apprenticeship and combines practical work experience and technical training. NVQs/ SVQs in Servicing Electronic Systems are available at Levels 2 and 3. Manufacturers may run specialised courses related to their products.

**TASKS**

- examines drawings, wiring diagrams and specifications to determine appropriate methods and sequence of operations;
- places prepared parts and sub-assemblies in position, checks their alignment and secures with hand tools to install x-ray and medical equipment, aircraft instruments and other electronic equipment;

- removes protective sheath from wires and cables and connects by brazing, soldering or crimping and applies conductor insulation and protective coverings;
- examines for defect and repairs electronic and related equipment;
- tests for correct functioning and makes any further necessary adjustments;
- performs routine servicing tasks, such as cleaning and insulation testing;
- assists with the erection of wood poles or steel towers to carry overhead lines;
- connects and installs transformers, fuse gear, lightning arrestors, aircraft warning lights, cable boxes and other equipment;
- connects cables to test equipment and tests for balance, resistance, insulation and any defects;
- locates and repairs faults to lines and ancillary equipment.

**RELATED JOB TITLES**

Alarm engineer  
Electronics engineer  
Field engineer  
Linesman  
Service engineer



## MINOR GROUP 525

### SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES SUPERVISORS

Jobholders in this minor group supervise and control technical and operational aspects of metal forming, welding and relate, metal machining, fitting and instrument making, vehicles trades and electrical and electronic trades.

Occupations in this minor group are classified into the following unit group:

#### 5250 SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES SUPERVISORS

##### 5250 SKILLED METAL, ELECTRICAL AND ELECTRONIC TRADES SUPERVISORS

Skilled metal, electrical and electronic trades supervisors oversee operations and directly supervise and coordinate the activities of workers in skilled metal, electrical and electronic trades.

##### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may not be required, though some GCSEs/S grades or an equivalent qualification may be an advantage. NVQs/SVQs are available at Levels 1, 2 and 3. Apprenticeships combining practical work experience and technical training would be required together with significant, relevant work experience.

##### TASKS

- directly supervises and coordinates the activities of skilled metal, electrical and electronic trades workers;
- establishes and monitors work schedules to meet productivity requirements;
- liaises with managers and other departments and contractors to resolve operational problems;
- determines or recommends staffing and other needs to meet productivity requirements;
- reports as required to managerial staff on departmental activities.

##### RELATED JOB TITLES

Electrical supervisor  
Maintenance supervisor (*manufacturing*)  
Workshop manager

## SUB-MAJOR GROUP 53

# SKILLED CONSTRUCTION AND BUILDING TRADES

Skilled construction and building trades erect steel frames, lay stone, brick and similar materials, construct and repair roofs, install heating, plumbing and ventilating systems, fit windows, doors and other fixtures, and apply coverings and decorative material to walls, floors and ceilings.

### MINOR GROUP 531

## CONSTRUCTION AND BUILDING TRADES

Jobholders within construction and building trades erect and fit metal framework for building construction, cut, shape and lay stone, brick and similar materials, cover roofs and exterior walls, install, maintain and repair plumbing, heating and ventilating systems, construct and install wooden frameworks and fittings, fit glass into windows and doors, and perform other miscellaneous construction tasks.

Occupations in this minor group are classified into the following unit groups:

- 5311 STEEL ERECTORS**
- 5312 BRICKLAYERS AND MASONS**
- 5313 ROOFERS, ROOF TILERS AND SLATERS**
- 5314 PLUMBERS AND HEATING AND VENTILATING ENGINEERS**
- 5315 CARPENTERS AND JOINERS**
- 5316 GLAZIERS, WINDOW FABRICATORS AND FITTERS**
- 5319 CONSTRUCTION AND BUILDING TRADES N.E.C.**

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### 5311 STEEL ERECTORS

Steel erectors fit and erect structural metal framework for buildings and other structures such as metal chimneys.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills and the Engineering Construction Industry Training Board leading to an NVQ/SVQ in General Construction at Level 3.

#### TASKS

- examines drawings and specifications to assess job requirements;
- erects ladders, scaffolding or working cage;
- directs hoisting and positioning of girders and other metal parts and checks alignment;
- arranges for or undertakes bolting and welding of metal parts;
- checks alignment of metal parts using spirit level and plumb-rule.

### RELATED JOB TITLES

Steel erector  
Steel fabricator  
Steel worker (*structural engineering*)

### 5312 BRICKLAYERS AND MASONS

Bricklayers and masons erect and repair structures of stone, brick and similar materials and cut, shape and polish granite, marble, slate and other stone for building, ornamental and other purposes.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

#### TASKS

- examines drawings, photographs and specifications to determine job requirements;
- marks and cuts stone using hammers, mallet and hand or pneumatic chisels;

- spreads mortar on foundations and bricks, and places, levels and aligns bricks in mortar bed;
- uses hand and power tools to shape, trim, carve, cut letters in and polish stone;
- levels, aligns and embeds stone in mortar and faces brick, concrete or steel frame with stone to make and repair structures.

#### RELATED JOB TITLES

Bricklayer  
Dry stone waller  
Stone mason

#### 5313 ROOFERS, ROOF TILERS AND SLATERS

Job holders in this unit group cover roofs and exterior walls with felting, sheeting, slates, tiles and thatch to provide a waterproof surface.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

#### TASKS

- measures roof or exterior wall and calculates required amounts of underfelt, tiles, slates or thatching material;
- cuts wooden battens, felt and underfelt to required size;
- lays and secures underfelt and covers with hot bitumen or other adhesive compound;
- lays, aligns and secures successive overlapping layers of roofing material;
- seals edges of roof with mortar and ensures that joints are watertight.

#### RELATED JOB TITLES

Mastic asphalt spreader  
Roof tiler  
Roofer  
Roofing contractor  
Slater  
Thatcher

#### 5314 PLUMBERS AND HEATING AND VENTILATING ENGINEERS

Jobholders in this unit group assemble, install, maintain and repair plumbing fixtures, heating and ventilating systems and pipes and pipeline systems in commercial, residential and industrial premises and public buildings.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although GCSEs/S grades are advantageous. NVQs/SVQs in Mechanical Engineering Services are available at Levels 2 and 3. Apprenticeships are available for plumbing and lead to an NVQ/SVQ at Level 3.

#### TASKS

- examines drawings and specifications to determine layout of system;
- measures and cuts required lengths of copper, lead, steel, iron, aluminium or plastic using hand or machine tools;
- installs fittings such as storage tanks, cookers, baths, toilets, taps and valves, refrigerators, boilers, radiators and fires;
- tests completed installation for leaks and makes any necessary adjustments;
- attaches fittings and joins piping by welding, soldering, cementing, fusing, screwing or other methods;
- repairs burst pipes and mechanical and combustion faults and replaces faulty taps, washers, valves, etc.

#### RELATED JOB TITLES

Gas engineer  
Gas service engineer  
Heating and ventilating engineer  
Heating engineer  
Plumber  
Plumbing and heating engineer

#### 5315 CARPENTERS AND JOINERS

Carpenters and joiners construct, erect, install and repair wooden structures and fittings used in internal and external frameworks and cut, shape, fit and assemble wood to make templates, jigs, scale models and scenic equipment for theatres.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

### TASKS

- examines drawings and specifications to determine job requirements;
- selects and measures appropriate wood and cuts, shapes and drills to specification using saws, planes, chisels and other power or hand tools;
- aligns and fixes prepared wood pieces by screwing, nailing, gluing and dowelling to form frames, shop fronts, counter units, decking, theatrical sets, furniture, small wooden craft, scale models and wooden templates;
- checks accuracy of work with square, rule and spirit level;
- maintains and repairs woodwork and fittings.

### RELATED JOB TITLES

Carpenter  
Carpenter and joiner  
Joiner  
Kitchen fitter  
Shop fitter

## 5316 GLAZIERS, WINDOW FABRICATORS AND FITTERS

Job holders in this unit group install pre-glazed wooden, metal or PVC framework, and cut, fit and set glass in windows, doors, shop fronts, and other structural frames.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Entry is typically through an apprenticeship in Glazing Installation or Installing Architectural Glazing Systems leading to an NVQ/SVQ at Level 3.

### TASKS

- examines drawings or specifications to determine job requirements;
- scores plain, coloured, safety and ornamental glass with hand cutter and breaks off glass by hand or with pliers;

- smooths edges of glass and positions and secures in frame or grooved lead strips;
- applies mastic, putty or adhesive between glass and frame and trims off excess with knife;
- fixes mirror panels to interior and exterior walls and repairs and replaces broken glass.

### RELATED JOB TITLES

Glass Cutter  
Glazier  
Installer (*double glazing*)  
Window fabricator  
Window fitter

## 5319 CONSTRUCTION AND BUILDING TRADES N.E.C.

Those working in construction and building trades n.e.c. undertake a variety of tasks in the construction, alteration, maintenance and repair of buildings, steeples, industrial chimneys and other tall structures, and of underwater structures not elsewhere classified in MINOR GROUP 531: Construction and Building Trades.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

### TASKS

- selects, measures and cuts steel bars, rods and wire to required lengths, positions and fixes reinforcements into position and tensions as required using hydraulic jacks;
- lays bricks, tiles and building blocks to construct, repair and decorate buildings;
- pours and levels concrete, prepares surfaces for painting and plastering, and mixes and applies plaster and paint;
- installs plumbing fixtures, woodwork structures and fittings, and sets glass in frames;
- maintains and repairs steeples, industrial chimneys and other high structures, and installs and replaces lightning conductors;
- erects and repairs fencing;

- checks and puts on diving suit and equipment and descends underwater to carry out construction, maintenance and repair tasks on sites such as oil rigs, harbours, bridges etc.

### **RELATED JOB TITLES**

Acoustician

Builder

Building contractor

Fencer

Maintenance manager (buildings and other structures)

Property developer (*building construction*)

## MINOR GROUP 532 BUILDING FINISHING TRADES

Workers in this minor group apply plaster and cement mixtures to walls and ceilings, lay flooring covers and apply paint, varnish, wallpaper, tiles and other protective and decorative materials to walls and ceilings.

Occupations in this minor group are classified into the following unit groups:

- 5321 PLASTERERS**
- 5322 FLOORERS AND WALL TILERS**
- 5323 PAINTERS AND DECORATORS**

### 5321 PLASTERERS

Plasterers apply plaster and cement mixtures to walls and ceilings, fix fibrous sheets and cast and fix ornamental plasterwork to the interior or exterior of buildings.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

#### TASKS

- mixes, or directs the mixing of, plaster to desired consistency;
- applies and smooths one or more coats of plaster and produces a finished surface, using hand tools or mechanical spray;
- pours liquid plaster into mould to cast ornamental plaster work;
- measures, cuts, installs and secures plaster board and/or ornamental plasterwork to walls and ceilings;
- covers and seals joints between boards and finishes surface;
- checks surface level using line, spirit level and straight edge.

#### RELATED JOB TITLES

Fibrous plasterer  
Plasterer  
Plastering contractor

### 5322 FLOORERS AND WALL TILERS

Floorers and wall tilers lay composition mixtures (other than mastic asphalt) to form flooring, plan, fit and secure carpet, underlay and linoleum and cover and decorate walls and floors with terrazzo and granolithic mixtures, tiles and mosaic panels.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

#### TASKS

- examines drawings and specifications to determine job requirements;
- cleans floor surface, fixes wooden laying guides and mixes, pours and levels granite and terrazzo mixtures, bitumen, synthetic resin or other composition mixtures to form flooring;
- examines premises to plan suitable layout and cuts, lays and secures underlay, carpet and linoleum;
- finishes covering by rolling, smoothing, grouting or polishing;
- mixes cement screed or other adhesive, cuts and positions floor and wall tiles and checks alignment of tiling with spirit level.

#### RELATED JOB TITLES

Carpet fitter  
Ceramic tiler  
Flooring contractor  
Mosaic floor layer

### 5323 PAINTERS AND DECORATORS

Those working in this unit group apply paint, varnish, wallpaper and other protective and decorative materials to interior and exterior walls and surfaces, paint designs on wood, glass, metal, plastics and other materials, and stain, wax and french polish wood surfaces by hand.

## **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ in General Construction at Level 3.

## **TASKS**

- erects working platform or scaffolding up to five metres in height;
- prepares surfaces by cleaning, sanding and filling cracks and holes with appropriate filler;
- applies primer, undercoat and finishing coat(s) using brush, roller, or spray equipment;

- mixes adhesive or removes self-adhesive backing and positions covering material on wall, matching up patterns where appropriate and removing wrinkles and air bubbles by hand or brush;
- stains, waxes and french polishes wood surfaces by hand.

## **RELATED JOB TITLES**

Artexer  
French polisher  
Paper hanger  
Ship sprayer  
Wood stainer

## MINOR GROUP 533 CONSTRUCTION AND BUILDING TRADES SUPERVISORS

Workers in this minor group supervise and control technical and operational aspects of Construction and Building, and Building Finishing Trades.

Occupations in this minor group are classified into the following unit group:

### 5330 CONSTRUCTION AND BUILDING TRADES SUPERVISORS

#### 5330 CONSTRUCTION AND BUILDING TRADES SUPERVISORS

Construction and building trades supervisors oversee operations and directly supervise and coordinate the activities of workers in construction and building trades.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through an apprenticeship or traineeship approved by ConstructionSkills leading to an NVQ/SVQ at Level 3, in addition to significant relevant work experience.

#### TASKS

- directly supervises and coordinates the activities of construction and building workers and/or subcontractors;

- establishes and monitors work schedules to meet productivity requirements;
- liaises with managers and contractors to resolve operational problems;
- determines or recommends staffing and other needs to meet productivity requirements;
- reports as required to managerial staff on work-related matters.

#### RELATED JOB TITLES

Builder's foreman  
Construction foreman  
Construction supervisor  
Maintenance supervisor  
Site foreman



## SUB-MAJOR GROUP 54

# TEXTILES, PRINTING AND OTHER SKILLED TRADES

Workers in this sub-major group weave fabrics, make articles of clothing, soft furnishings and leather goods, upholster vehicle interiors, set and operate printing machines, prepare meat, poultry and fish, bake bread and flour-based confectionery products, prepare food and manage catering and bar operations within hotels, restaurants and other establishments, and perform a variety of other skilled trades.

### MINOR GROUP 541

## TEXTILES AND GARMENTS TRADES

Workers within textiles and garments trades weave fabrics into fibre and carpet, knit garments from yarn, upholster the seating and interior of vehicles and planes, make soft furnishings, make, repair and finish leather goods, and make, fit and alter tailored articles of clothing.

Occupations in this minor group are classified into the following unit groups:

- 5411 WEAVERS AND KNITTERS**
- 5412 UPHOLSTERERS**
- 5413 FOOTWEAR AND LEATHER WORKING TRADES**
- 5414 TAILORS AND DRESSMAKERS**
- 5419 TEXTILES, GARMENTS AND RELATED TRADES N.E.C.**

#### **5411 WEAVERS AND KNITTERS**

Weavers and knitters set up and operate hand and power operated looms and machines to weave fibre into fabrics and carpet, or to knit (by machine or by hand) garments and other articles from yarn.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants typically possess GCSEs/S grades or an appropriate BTEC/SQA award. Training is usually provided on-the-job. NVQs/SVQs in Manufacturing Textiles are available at Levels 1, 2 and 3 and in Products from Textiles at Levels 1 and 2.

#### **TASKS**

- prepares machine for operation by setting input packages, feeding thread, fibre or yarn through guides, rollers, tensioners and conditioning devices, and securing to output packages, spools or cards;
- sets controls to produce article of specified size and pattern;
- places fibre and yarn packages on machine and draws them through appropriate guides and tensioners;
- monitors machine operation to detect broken threads of yarn, the evenness of warp tension and the quality of output;
- removes completed garments and lengths of fabric from machine;

- cleans and oils machine and reports any mechanical faults;
- hand knits garments and other items according to pattern.

#### **RELATED JOB TITLES**

Carpet weaver  
Knitter  
Knitwear manufacturer  
Weaver

#### **5412 UPHOLSTERERS**

Job holders in this unit group upholster vehicle, aircraft and other seating, fix trimmings to the interiors of vehicles and aircraft, upholster furniture such as chairs and sofas, and make mattresses, curtains and other soft furnishings.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is provided off- and on-the-job. NVQs/SVQs in Upholstered Furniture Production are available at Level 2.

#### **TASKS**

- measures frame to be covered or examines drawings or other specifications and cuts material with shears, knife or scissors;

- tacks and staples or otherwise secures webbing to furniture frame;
- pads springs and secures padding by stitching, stapling, tacking, etc.;
- pins sections of coverings together, joins by sewing and inserts trims, braids and buttons as required and fits upholstery unit to frame;
- operates machine to compress padded spring assemblies and inserts them into mattress covers;
- encases bed springs and padding with selected covering material by hand or machine stitching and fits castors where required;
- replaces covering, padding, webbing or springs to repair upholstered furniture;
- measures, cuts, pins, sews and trims fabrics to make curtains, cushions, loose covers and similar soft furnishings.

#### RELATED JOB TITLES

Curtain fitter  
Curtain maker  
Soft furnisher  
Trimmer (*furniture mfr*)  
Upholsterer

### 5413 FOOTWEAR AND LEATHER WORKING TRADES

Workers in this unit group make and repair shoes, cut out, make up, sew, decorate and finish leather and leather substitute goods other than garments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is mainly on-the-job. NVQs/SVQs are available in some areas.

#### TASKS

- uses hand tools or machine to cut out, trim, punch holes in or stitch guide lines on leather or leather substitute component parts;
- positions leather and rubber footwear component parts on lasts and shapes and joins uppers to insoles and soles;
- uses hand tools or machine to make up and repair saddles, harnesses, belts, straps and other leather products;

- uses hand and machine tools to sew and stitch leather and/or other material in the making and decoration of footwear and leather goods other than garments;
- prepares paper or paperboard master patterns of component parts of footwear;
- waxes, cleans and finishes footwear and other leather goods.

#### RELATED JOB TITLES

Cobbler  
Leather worker (*leather goods mfr*)  
Machinist (*leather goods mfr*)  
Shoe machinist  
Shoe repairer

### 5414 TAILORS AND DRESSMAKERS

Tailors and dressmakers prepare patterns and make, fit and alter tailored garments, dresses and other articles of clothing.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers may require GCSEs/S grades. A variety of relevant vocational courses, including apprenticeships in some areas, are available leading to qualifications up to Level 3.

#### TASKS

- takes customer's measurements and discusses required style and material;
- prepares individual or adapts stock pattern;
- examines fabrics or skins for flaws and prepares materials for cutting;
- arranges pattern on correct grain of fabric, marks position and cuts out garment parts with hand shears, electric knife or cutting machine;
- pins/tacks and fits garment on customer or dummy model and makes any necessary alterations;
- sews garment parts together by hand or machine, makes buttonholes and sews on fasteners and trimmings;
- shapes garment by pressing seams, pleats, etc.;
- makes alterations to finished garments according to customer's requirements.

## RELATED JOB TITLES

Cutter (*hosiery, knitwear mfr*)  
Dressmaker  
Fabric Cutter  
Tailor  
Tailoress

## 5419 TEXTILES, GARMENTS AND RELATED TRADES N.E.C.

Job holders in this unit group perform a variety of textiles and related craft occupations not elsewhere classified in MINOR GROUP 541: Textiles and Garments Trades.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry does not depend on academic qualifications. Training is mainly on-the-job although relevant vocational courses and qualifications are available in some areas.

## TASKS

- marks out, cuts and sews corsets, light clothing and hoods and aprons and makes and repairs sails, boat covers and other canvas goods;
- fills and stuffs cushions, quilts, soft toys and furniture;
- examines sketches and draws out patterns for the manufacture of garments and upholstery;
- shapes and steams fabric into hats or hoods and gives final shape to fibre helmets and felt hats;
- performs other tasks not elsewhere classified, for example, forms mounts for wigs, makes buttons, shapes hat brims, and staples seams of industrial gloves.

## RELATED JOB TITLES

Clothing manufacturer  
Embroiderer  
Hand sewer  
Sail maker  
Upholstery cutter

## MINOR GROUP 542 PRINTING TRADES

Printing trades workers compose and set type and printing blocks, produce printing plates, cylinders and film, operate printing machines and bind the finished printed product.

Occupations in this minor group are classified into the following unit groups:

- 5421 PRE-PRESS TECHNICIANS**
- 5422 PRINTERS**
- 5423 PRINT FINISHING AND BINDING WORKERS**

### 5421 PRE-PRESS TECHNICIANS

Pre-press technicians prepare, format and compose text and graphics in a form suitable for use in a variety of print processes.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is typically received on-the-job. Apprenticeships are available as well as BTEC certificates and diplomas and other vocational courses at NVQ/SVQ Levels 2 and 3.

#### 5 TASKS

- determines from specification the kind and size of type to be used;
- uses computer applications to generate images and text;
- scans and retouches digital images to create sample proofs, plans and lays out artwork to match planned design;
- examines proof copies, checks for quality and accuracy and makes any necessary alterations;
- processes filmsetting or desktop publishing output to produce image on film and transfers to printing plates and digital output;
- arranges and pastes printing material onto paper ready for photographing.

#### RELATED JOB TITLES

Compositor  
Plate maker  
Pre-press manager  
Pre-press technician  
Type setter

### 5422 PRINTERS

Printers set up and operate various small offset printing presses and digital printing processes.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is typically received on-the-job. National Traineeships and apprenticeships in Machine Printing are available at NVQ/SVQ Levels 2 and 3.

#### TASKS

- positions form or plate on machine, checks alignments and sets press;
- mixes and loads inks and solvents, loads paper and regulates during print run;
- prints and examines proof copies and adjusts press as necessary;
- starts or directs start of printing run and monitors machine to ensure that printing proceeds smoothly;
- pours colour into machine or directly on to screen and positions screen over item;
- operates squeegee by hand or machine to press colour through screen;
- dips wooden pattern block into colour tray and lays different colours on top of, and adjacent to, others to form the required pattern;
- produces, transfers and outputs digital print images;
- maintains, adjusts, repairs and cleans machine;
- keeps production records.

## RELATED JOB TITLES

Lithographic printer  
Machine minder (*printing*)  
Print manager  
Screen printer  
Wallpaper printer

## 5423 PRINT FINISHING AND BINDING WORKERS

Print finishing and binding workers bind books and other publications and finish printed items by hand or machine.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is typically received on-the-job. National Traineeships and apprenticeships in Machine Printing are available at NVQ/SVQ Levels 2 and 3.

## TASKS

- folds, collates and sews printed sheets by hand or machine;
- compresses sewn book in nipping machine to expel air and reduce swelling caused by sewing;
- trims head, tail and fore-edge of book and gilds and marbles page edges as necessary;
- cuts board and cloth for book cover and spine;
- embosses lettering or decoration on cover by hand or machine;
- repairs worn book bindings;
- sets up and supervises automatic binding and finishing machine.

## RELATED JOB TITLES

Binder's assistant  
Book binder  
Finishing supervisor (*printing*)  
Print finisher

## MINOR GROUP 543

### FOOD PREPARATION AND HOSPITALITY TRADES

Workers in food preparation and hospitality trades slaughter livestock, cut, trim and prepare meat, poultry and fish, prepare, bake and finish bread and flour confectionery products, prepare food in hotels, restaurants and other establishments, and manage the catering and bar facilities in factories, shops, theatres, educational premises and similar establishments.

Occupations in this minor group are classified into the following unit groups:

- 5431 BUTCHERS**
- 5432 BAKERS AND FLOUR CONFECTIONERS**
- 5433 FISHMONGERS AND POULTRY DRESSERS**
- 5434 CHEFS**
- 5435 COOKS**
- 5436 CATERING AND BAR MANAGERS**

#### 5431 BUTCHERS

Butchers direct and undertake the slaughter of animals and prepare carcasses for storage, processing and sale.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is typically by apprenticeship. NVQs/SVQs are available at Levels 2 and 3. Professional qualifications are also available.

#### TASKS

- slaughters animal and removes skin, hide, hairs, internal organs, etc.;
- cuts or saws carcasses into manageable portions;
- removes bones, gristle, surplus fat, rind and other waste material;
- cuts carcass parts into chops, joints, steaks, etc. for sale;
- prepares meat for curing or other processing; cleans tools and work surfaces.

#### RELATED JOB TITLES

Butcher  
Butcher's assistant  
Butchery manager  
Master butcher  
Slaughterman

#### 5432 BAKERS AND FLOUR CONFECTIONERS

Bakers and flour confectioners prepare and bake dough, pastry and cake mixtures and make and finish flour confectionary products by hand.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job or by apprenticeship. Apprenticeships and traineeships leading to NVQs/SVQs at Levels 2 and 3 are available.

#### TASKS

- weighs ingredients according to recipe;
- mixes ingredients using hand or machine to obtain the required consistency;
- rolls and cuts pastry, stretches, kneads and moulds dough to form bread, rolls and buns;
- fills and glazes pastry, mixes ingredients for cakes;
- bakes bread, pastry and cakes;
- makes cake decorations, spreads icing, fillings and toppings on products.

#### RELATED JOB TITLES

Baker  
Baker's assistant

Bakery manager  
 Cake decorator  
 Confectioner

### 5433 FISHMONGERS AND POULTRY DRESSERS

Fishmongers and poultry dressers clean, cut and prepare fish and poultry for processing or sale.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications are not normally required. Training is typically provided on-the-job.

#### TASKS

- scrubs, de-scales, heads, guts, washes and bones fish;
- cuts and slits fish for curing by hand or machine;
- removes feathers and internal organs, extracts edible offal and cuts off feet and head from poultry carcasses and dresses as required;
- cleans tools and work surfaces.

#### RELATED JOB TITLES

Butcher (fish, poultry)  
 Filleter (fish)  
 Fish processor  
 Fishmonger  
 Poultry processor

### 5434 CHEFS

Chefs plan menus and prepare, or oversee the preparation of food in hotels, restaurants, clubs, private households and other establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements. Training is provided off- and on-the-job. NVQs/SVQs, BTEC Certificates and Diplomas and foundation degrees are available. Apprenticeships leading to an NVQ/SVQ at Level 3 are also available. Courses are also run by private cookery schools.

#### TASKS

- requisitions or purchases and examines foodstuffs from suppliers to ensure quality;
- plans menus, prepares, seasons and cooks foodstuffs or oversees their preparation and monitors the quality of finished dishes;

- supervises, organises and instructs kitchen staff and manages the whole kitchen or an area of the kitchen;
- ensures relevant hygiene and health and safety standards are maintained within the kitchen;
- plans and co-ordinates kitchen work such as fetching, clearing and cleaning of equipment and utensils.

#### RELATED JOB TITLES

Chef  
 Chef-manager  
 Head chef  
 Pastry chef

### 5435 COOKS

Cooks prepare, season and cook food, often using pre-prepared ingredients, in clubs, private households, fast food outlets, shops selling food cooked on the premises and the catering departments and canteens of other establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements. Training is provided off- and on-the-job. NVQs/ SVQs in Food Preparation and Cooking are available at Levels 1, 2 and 3. Apprenticeships leading to an NVQ/SVQ at Level 3 are also available.

#### TASKS

- requisitions or purchases foodstuffs and checks quality;
- plans meals, prepares, seasons and cooks foodstuffs;
- cooks and sells a range of meals, such as fish and chips, over the counter;
- plans and co-ordinates kitchen work such as fetching, clearing and cleaning of equipment and utensils.

#### RELATED JOB TITLES

Cook  
 Cook-supervisor  
 Head cook

### 5436 CATERING AND BAR MANAGERS

Catering and bar managers plan, direct and co-ordinate the catering and bar facilities and services of licensed premises, factories, shops, theatres, educational premises and other establishments. They also manage outside catering businesses and shops selling food cooked on the premises.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications and/or relevant experience. Larger catering and licensed premises chains offer managerial trainee schemes. Candidates for these usually require a BTEC/SQA award, a degree or equivalent qualification, or a professional qualification. Off- and on-the-job training is provided. NVQs/SVQs in relevant areas are available at Levels 2 to 4.

## TASKS

- plans catering or bar services and supervises staff;
- decides on range and quality of meals and beverages to be provided or discusses customer's requirements for special occasions;

- purchases or directs the purchasing of supplies and arranges for preparation of accounts;
- verifies that quality of food, beverages and waiting service are as required and that kitchen and dining areas are kept clean in compliance with statutory requirements;
- checks that supplies are properly used and accounted for to prevent wastage and loss and to keep within budget limit.

## RELATED JOB TITLES

Bar manager  
 Catering manager  
 Floor manager (*restaurant*)  
 Kitchen manager  
 Steward (*club*)



## MINOR GROUP 544 OTHER SKILLED TRADES

Workers in this unit group perform a variety of other skilled craft and related trades.

Occupations in this minor group are classified into the following unit groups:

- 5441 GLASS AND CERAMICS MAKERS, DECORATORS AND FINISHERS**
- 5442 FURNITURE MAKERS AND OTHER CRAFT WOODWORKERS**
- 5443 FLORISTS**
- 5449 OTHER SKILLED TRADES N.E.C.**

### 5441 GLASS AND CERAMICS MAKERS, DECORATORS AND FINISHERS

Glass and ceramics workers, form, shape, decorate, smooth and polish glassware, earthenware, refractory goods, clay bricks and other ceramic goods.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs at Levels 1, 2 and 3 are available in some areas.

#### TASKS

- uses hand tools and operates machinery to heat, bend, shape, press, drill and cut glass;
- makes artificial eyes, laminated glass sheets or blocks, glass fibre tissue, wool, filament and matting, marks optical lenses and assembles rimless spectacles;
- makes models and moulds from moulding clay and plaster for use in the making and casting of pottery and other ceramic goods;
- throws, casts and presses clay by hand or machine to form pottery, stoneware or refractory goods such as bricks, crucibles, ornaments, sanitary furnishings, saggars, cups, saucers, plates and roofing tiles;
- cuts and joins unfired stoneware pipes to form junctions and gullies, moulds sealing bands on clay pipes, prepares and joins porcelain or earthenware components and assists crucible makers and stone workers with their tasks;
- applies decorative designs and finishes to glassware, optical glass and ceramic goods by grinding, smoothing, polishing, cutting, etching, dipping, painting or transferring patterns or labels.

#### RELATED JOB TITLES

Ceramic artist

Glass blower  
Potter (*ceramics mfr*)  
Pottery worker  
Sprayer (*ceramics mfr*)  
Stained glass artist

### 5442 FURNITURE MAKERS AND OTHER CRAFT WOODWORKERS

Furniture makers and other craft woodworkers make, repair and restore wooden furniture, decorative objects and other crafted pieces of woodwork.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal entry requirements, although entrants typically possess a variety of academic and vocational qualifications. Training is provided off- and on-the-job. A number of NVQs/SVQs and other vocational qualifications covering various aspects of furniture production and wood machining are available at various levels. Apprenticeships in Cabinet Making are available in some areas.

#### TASKS

- examines drawings and specifications to determine job requirements and appropriate materials;
- selects, measures, cuts and shapes wood using saws, chisels, planes, powered hand tools and woodworking machines;
- assembles parts with crafted joints, nails, screws, dowels or adhesives and fits locks, catches, hinges, castors, drawers, shelves and other fittings;
- removes, replaces or repairs damaged parts of wooden furniture;
- measures floor area to be covered and lays wood blocks, parquet panels or hardwood strips;
- matches and marks out veneers ready for cutting and examines and repairs defects in veneer or plywood sheets.

**RELATED JOB TITLES**

Antiques restorer  
 Cabinet maker  
 Coffin maker  
 Furniture restorer  
 Picture framer  
 Sprayer (*furniture mfr*)

**5443 FLORISTS**

Florists sell flowers and related products in a wholesale or retail business, and design and make up floral bouquets, wreaths, tributes and other floral arrangements for sale to the public.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, although some employers may request GCSEs/S grades. Off- and on-the-job training is provided. NVQs/SVQs in Floristry are available at Levels 2 and 3. Professional qualifications are also available.

**TASKS**

- orders and purchases fresh flowers, foliage and other floristry items such as ribbons, wire, cards, artificial flowers etc. from wholesalers or growers;
- displays and cares for flowers, plants and ready-made floral arrangements in selling premises;
- designs and makes up wreaths, bouquets, posies, corsages, headdresses and button holes using appropriate flowers, foliage, frame and trimmings;
- confers with and advises customers regarding their design requirements and arranges for the delivery of floral arrangements as requested by the customer;
- decorates buildings, halls, churches or other facilities for parties, weddings, etc.;
- sells flowers, plants, foliage etc. to the public and performs retail duties such as keeping accounts.

**RELATED JOB TITLES**

Floral assistant  
 Floral designer  
 Florist  
 Flower arranger

**5449 OTHER SKILLED TRADES N.E.C.**

Workers in this unit group engrave jewellery and stoneware, make artificial hairpieces, charge fireworks and munitions with

explosive material, make lampshades, wickerwork, toys, dolls, models, candles, artificial flowers, other fancy goods, make patterns for moulds for metal castings, make and tune musical instruments, craft precious metals and stones, and perform other hand craft occupations not elsewhere classified in MINOR GROUP 544: Other Skilled Trades.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is typically via apprenticeship or through specialised courses. NVQs/SVQs are available in some areas.

**TASKS**

- uses hand or machine tools to engrave letters, patterns and other designs on jewellery and stoneware;
- constructs and covers wire frames for lampshades;
- makes wigs, beards and other artificial hairpieces from human hair or synthetic materials;
- interweaves canes of willow, withy, bamboo, rattan or similar material to make baskets and other pieces of wickerwork;
- charges fireworks, cartridges and other munitions with explosive material;
- makes childrens toys, dolls, models, candles, artificial flowers and other fancy goods;
- makes, maintains and adapts surgical and orthopaedic appliances;
- makes patterns for moulds, fits metal castings, pours plaster, fills plaster mould with resin and smooths surface;
- makes musical instruments, makes and assembles parts for musical instruments, and tunes to improve pitch, tone and volume;
- makes and repairs jewellery and decorative precious metal ware, sets, cuts and polishes gemstones and makes master patterns for articles of jewellery.

**RELATED JOB TITLES**

Diamond mounter  
 Engraver  
 Goldsmith  
 Paint sprayer  
 Piano tuner  
 Sign maker  
 Silversmith  
 Wig maker

# **MAJOR GROUP 6**

## **CARING, LEISURE AND OTHER SERVICE OCCUPATIONS**

This major group covers occupations whose tasks involve the provision of a service to customers, whether in a public protective or personal care capacity. The main tasks associated with these occupations involve the care of the sick, the elderly and infirm; the care and supervision of children; the care of animals; and the provision of travel, personal care and hygiene services.

Most occupations in this major group require a good standard of general education and vocational training. To ensure high levels of integrity, some occupations require professional qualifications or registration with professional bodies or relevant background checks.

Occupations in this major group are classified into the following sub-major and minor groups:

### **61 CARING PERSONAL SERVICE OCCUPATIONS**

- 612 CHILDCARE AND RELATED PERSONAL SERVICES**
- 613 ANIMAL CARE AND CONTROL SERVICES**
- 614 CARING PERSONAL SERVICES**

### **62 LEISURE, TRAVEL AND RELATED PERSONAL SERVICE OCCUPATIONS**

- 621 LEISURE AND TRAVEL SERVICES**
- 622 HAIRDRESSERS AND RELATED SERVICES**
- 623 HOUSEKEEPING AND RELATED SERVICES**
- 624 CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS**

## SUB-MAJOR GROUP 61

# CARING PERSONAL SERVICE OCCUPATIONS

Workers in this sub-major group assist health professionals in the care of patients; undertake caring personal services within the community; supervise the activities of pre-school age children and assist teachers with non-teaching duties; provide technical assistance to veterinarians and provide other services in the care of animals; provide funeral services; and control pests hazardous to public health.

### MINOR GROUP 612

## CHILDCARE AND RELATED PERSONAL SERVICES

Workers in childcare and related personal services supervise play and other activities for pre-school age children, assist teachers and care for children in day or residential nurseries, children's homes and private households.

Occupations in this minor group are classified into the following unit groups:

- 6121 NURSERY NURSES AND ASSISTANTS**
- 6122 CHILDMINDERS AND RELATED OCCUPATIONS**
- 6123 PLAYWORKER**
- 6125 TEACHING ASSISTANTS**
- 6126 EDUCATIONAL SUPPORT ASSISTANTS**

### 6121 NURSERY NURSES AND ASSISTANTS

Nursery nurses and assistants care for children from birth up to seven years of age in day or residential nurseries, children's homes, maternity units and similar establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades followed by the award of a certificate from the Council for Awards in Children's Care and Education. An NVQ/SVQ in Child Care and Education or equivalent qualification at level 3 is required to work as a nursery nurse. CRB clearance is mandatory.

#### TASKS

- baths, dresses, prepares feed for and feeds babies, changes babies clothing whenever necessary;
- supervises young children at mealtimes;
- plans and organises games and other activities and supervises children's play;
- reads stories, organises counting games to help develop language and number skills;
- writes reports on children's development and maintains awareness of health and safety issues;
- communicates with parents and colleagues on children's development and well-being.

### RELATED JOB TITLES

Crèche assistant  
Crèche worker  
Nursery assistant  
Nursery nurse  
Pre-school assistant

### 6122 CHILDMINDERS AND RELATED OCCUPATIONS

Childminders and related occupations provide day-to-day care of children within a domestic setting, and supervise and participate in their play, educational and other activities.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry may not depend upon academic qualifications, although employers may expect a candidate to possess a qualification accredited by the Council for Awards in Children's Care or other qualifications. Childminders must be registered with OFSTED to care for children under the age of 8 years. NVQs/SVQs in Child Care and Education are available at Levels 2 and 3. A minimum age limit of 18 years applies, and CRB clearance is mandatory.

#### TASKS

- assists children to wash and dress;
- changes babies' nappies and clothes as necessary and makes up bottles for feeds;

- plans, prepares and serves children’s meals and supervises children during meals;
- mends, washes and irons children’s clothes and tidies their rooms;
- provides, supervises and participates in children’s indoor and outdoor play activities to promote their development;
- takes children to participate in play groups or on appropriate outings;
- takes older children to and from school;
- maintains appropriate records of children’s development;
- complies with regulations set by OFSTED and their inspection requirements.

### RELATED JOB TITLES

Au pair  
Child care assistant  
Child minder  
Nanny

### 6123 PLAYWORKER

Playworkers deliver and facilitate play opportunities for children in a range of formal and informal settings including play groups, play schemes, free play locations, and in pre- and after-school activities.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry may not depend upon academic qualifications, although some employers will expect candidates to possess or be working towards a relevant qualification. NVQs/SVQs in Child Care and Education are available at Levels 2 and 3. CRB clearance is mandatory.

### TASKS

- supervises children’s games and encourages the development of physical, social and language skills;
- provides play areas and prepares materials for a wide range of children’s activities;
- encourages children’s independence, self-confidence and social interaction;
- organises and supervises children on excursions;
- organises and supervises children’s activities in accordance with Health and Safety regulations, deals accordingly with injuries and emergencies;
- puts away equipment and cleans premises after use;

- liaises with parents, carers and colleagues and keeps appropriate records.

### RELATED JOB TITLES

Playgroup assistant  
Playgroup leader  
Playgroup supervisor  
Playworker

### 6125 TEACHING ASSISTANTS

Teaching assistants assist teachers with their day-to-day classroom work and with routine administrative tasks.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may be required by some employers, although entry is possible with relevant experience (possibly on a voluntary basis) alone. An NVQ Level 2 qualification is available. CRB clearance is mandatory.

### TASKS

- assists teacher with preparation or clearing up of classroom;
- looks after lesson materials such as paper, pencils and crayons;
- listens to children read, reads to them or tells stories;
- assists children with washing or dressing for outdoor and similar activities;
- makes simple teaching aids and constructs thematic displays of educational material or children’s work;
- helps with outings and other out-of-classroom activities.

### RELATED JOB TITLES

Classroom assistant  
School assistant  
Teaching assistant

### 6126 EDUCATIONAL SUPPORT ASSISTANTS

Educational support assistants work with teachers to provide one-to-one support for children with particular learning needs.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may be required by some employers, although entry is possible with relevant experience alone. CRB clearance is mandatory.

**TASKS**

- supports schoolwork under teacher's supervision;
- helps child understand instruction through a variety of means and encourages self-confidence and independence;
- identifies signs of distress and offers reassurance;
- implements care programmes, as appropriate;
- helps and encourages child to communicate;
- attends to child's physical needs;

- provides feedback to teachers and completes and maintains records.

**RELATED JOB TITLES**

Education support assistant

Learning support assistant

Non-teaching assistant (*schools*)

Special needs assistant (*educational establishments*)

Support assistant (*educational establishments*)

## MINOR GROUP 613 ANIMAL CARE AND CONTROL SERVICES

Workers in this minor group provide assistance to veterinarians, carry out pest control services, care for animals in stables, kennels, zoos and other such establishments, provide specialised grooming and clipping services for animals and capture stray or unruly dogs.

Occupations in this minor group are classified into the following unit groups:

- 6131 VETERINARY NURSES**
- 6132 PEST CONTROL OFFICERS**
- 6139 ANIMAL CARE SERVICES OCCUPATIONS N.E.C.**

### 6131 VETERINARY NURSES

Veterinary nurses provide assistance to veterinarians in the treatment and care of sick or injured animals.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require GCSEs/S grades or an equivalent qualification. Entrants must obtain employment at an approved veterinary practice to gain practical experience and tuition with an employer for a minimum duration of two years. Candidates must also pass professional examinations before qualifying as a veterinary nurse.

#### TASKS

- assists the veterinary surgeon during surgical and medical treatments of animals;
- prepares operating theatre, sterilises equipment and assists in theatre as required;
- dispenses and administers medication and applies dressings to animals under direction from the veterinarian;
- handles animals during treatment;
- collects and analyses blood, urine and other samples;
- cares for animals in hospital accommodation and keeps accurate records;
- maintains the biosecurity of the veterinary premises;
- advises clients on preventative medicine to maintain appropriate animal health and welfare.

#### RELATED JOB TITLES

Animal nurse  
Veterinary nurse

### 6132 PEST CONTROL OFFICERS

Pest control officers investigate the presence of pests that are hazardous to public health or cause nuisance, lay traps to capture pests and treat areas of infestation.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry qualifications, though some employers may expect entrants to possess GCSEs/S grades. Training is provided on-the-job, supplemented by specialist courses covering different aspects of pest control.

#### TASKS

- receives reports from public, property owners and authorities regarding the presence of pests and infestations;
- visits sites to investigate the presence of rodents, infestations and other pests that may be hazardous to public health;
- lays traps to capture pests, and fumigates and disinfects areas to remove infestations;
- advises property owners on courses of action to prevent the return of pests;
- liaises with environmental health officers, housing officers and other relevant authorities where measures on a large scale are required to remove pests;
- returns to sites to examine contents of traps laid and the continued presence of reported pests;
- treats wood for effects of termites, woodworm and other infestations of timber.

#### RELATED JOB TITLES

Fumigator  
Pest control officer  
Pest control technician  
Pest controller

**6139 ANIMAL CARE SERVICES OCCUPATIONS N.E.C.**

Workers in this unit group care for animals held in kennels, stables, zoos and similar establishments, provide specialised training, grooming, clipping and trimming services for animals, and searches for and captures stray or nuisance dogs in public areas and perform a variety of animal care tasks not elsewhere classified in MINOR GROUP 613: Animal Care and Control Services.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is possible without formal academic qualifications, although some employers may ask for GCSEs/S grades. There is a variety of vocational qualifications available, including NVQs/SVQs in Animal Care at Levels 1 and 2, in Dog Grooming at Levels 2 and 3, and BTEC qualifications and apprenticeships relating to Horse Care.

**TASKS**

- feeds, washes, grooms, trims and exercises animals;

- cleans animals' quarters and renews bedding as necessary;
- houses, feeds, exercises, trains, grooms horses, dogs and other animals in preparation for entry to shows, races and other events;
- checks animals for illness, treats minor ailments or calls for vet if further treatment is required;
- meets prospective owners and advises on animal selection and animal care;
- patrols public areas to search for and capture stray or nuisance dogs, and transports captured animals to kennels.

**RELATED JOB TITLES**

Animal technician  
Canine beautician  
Groom  
Kennel assistant  
Kennel maid  
Stable hand



## MINOR GROUP 614 CARING PERSONAL SERVICES

Those working in caring personal services occupations transport patients by ambulance, stretcher, wheelchair or other means and assist health professionals with the care of patients in hospitals, dental surgeries, nursing homes, residential homes, clinics, day care services and within the home.

Occupations in this minor group are classified into the following unit groups:

- 6141 NURSING AUXILIARIES AND ASSISTANTS**
- 6142 AMBULANCE STAFF (EXCLUDING PARAMEDICS)**
- 6143 DENTAL NURSES**
- 6144 HOUSEPARENTS AND RESIDENTIAL WARDENS**
- 6145 CARE WORKERS AND HOME CARERS**
- 6146 SENIOR CARE WORKERS**
- 6147 CARE ESCORTS**
- 6148 UNDERTAKERS, MORTUARY AND CREMATORIUM ASSISTANTS**

### 6141 NURSING AUXILIARIES AND ASSISTANTS

Nursing auxiliaries and assistants assist doctors, nurses and other health professionals in caring for the sick and injured within hospitals, homes, clinics and the wider community.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Off- and on-the-job training is provided. NVQs/ SVQs in Care are available at Levels 2 and 3.

#### TASKS

- performs basic clinical tasks such as taking patients' temperature and pulse, weighing and measuring, performing urine tests and extracting blood samples;
- prepares patient for examination and treatment;
- distributes and serves food, assists patients in feeding and prepares snacks and hot drinks;
- assists patients in washing, dressing, toiletry activities and general mobility;
- changes bed linen, makes beds and tidies wards.

#### RELATED JOB TITLES

Auxiliary nurse  
Health care assistant (*hospital service*)  
Health care support worker  
Nursing assistant  
Nursing auxiliary

### 6142 AMBULANCE STAFF (EXCLUDING PARAMEDICS)

Ambulance staff transport sick, injured and convalescent persons and give first aid treatment in emergencies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications are not normally required. Entry requirements vary between ambulance services. Entrants must normally have possessed a full clean driving licence for one to two years and have health clearance. Entrants undertake a minimum of 2 weeks training in first aid and patient care. Successful trainees are then attached to an ambulance station where they work under the guidance of a trained supervisor for a probationary period before working unsupervised.

#### TASKS

- helps patients into and out of ambulance;
- drives ambulance or accompanies driver to transport patients to hospitals or other treatment centres and homes;
- ascertains nature of injuries and provides first aid treatment;
- cleans and disinfects ambulance after use and carries out routine care of ambulance equipment;
- replenishes medical supplies in ambulance as necessary.

#### RELATED JOB TITLES

Ambulance care assistant  
Ambulance driver  
Ambulance technician  
Emergency medical technician

**6143 DENTAL NURSES**

Dental nurses prepare patients for, and assist with, dental examinations, prepare and sterilise instruments and maintain case records.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entry is most common with GCSEs/S grades. Training is available both off- and on-the-job. Most entrants work towards the National Certificate for Dental Nurses.

**TASKS**

- prepares patient for examination;
- prepares and sterilises instruments and follows guidelines to maintain sterile conditions within the surgery;
- hands required equipment and medication to dentist during examination;
- assists with minor treatment, such as preparing materials for fillings;
- removes water and saliva from patient's mouth during treatment;
- maintains records, processes and mounts x-ray films and undertakes reception duties.

**RELATED JOB TITLES**

Dental assistant  
Dental nurse  
Dental nurse-receptionist  
Dental surgery assistant

**6144 HOUSEPARENTS AND RESIDENTIAL WARDENS**

Houseparents and residential wardens are responsible for the care and supervision of children, young offenders and the elderly within residential homes and nurseries, schools or institutions for young offenders.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. In most cases workers will be required to register with the appropriate statutory body which involves satisfying the registration criteria. This would normally include holding or working towards the appropriate qualification for the job. Entrants must typically be 18 years old and have experience of working in a care

environment. Both off- and on-the-job training is available. A wide range of qualifications including NVQs/SVQs covering various aspects of care are available. Background checks including a CRB check are likely to be required.

**TASKS**

- creates friendly, secure atmosphere and tries to gain the trust and confidence of those in the home or under supervision;
- plans and participates in games and leisure activities to encourage emotional, social, physical and intellectual development;
- ensures that all material needs of residents are provided and endeavours to resolve any problems that they may have;
- provides one-to-one counselling or group therapy;
- establishes and maintains contact with members of the neighbouring community and/or the residents' family and friends;
- maintains contact and discusses problems/progress with other staff and social workers;
- keeps records and writes reports.

**RELATED JOB TITLES**

Foster carer  
Matron (*residential home*)  
Resident warden  
Team leader (*residential care home*)  
Warden (sheltered housing)

**6145 CARE WORKERS AND HOME CARERS**

Care workers and home carers attend to the personal needs and comforts of the elderly and the infirm with care and support needs ('service users') within residential care establishments, day care establishments or in their own homes.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. In most cases workers will be required to register with the appropriate statutory body which involves satisfying the registration criteria. This would normally include holding or working towards the appropriate qualification for the job. Entrants must typically be 18 years old and have experience of working in a care environment. Both off- and on-the-job training is available. A wide range of qualifications including NVQs/SVQs covering various aspects of care are available. Background checks including a CRB check are likely to be required.

**TASKS**

- assists and enables service users to dress, undress, wash, use the toilet and bathe;
- serves meals to service users at table or in bed, and assists with feeding if required;
- generally assists with service users' overall comfort and well being;
- provides interest and activities to stimulate and engage the service user;
- helps with daily activities such as letter writing, paying bills, collecting benefits;
- undertakes light cleaning and domestic duties including meal preparation as required;
- monitors service users' conditions by taking temperature, pulse, respiration and weight, and contributes to record keeping;
- liaises with professional staff in carrying out care plans etc.

**RELATED JOB TITLES**

Care assistant  
 Care worker  
 Carer  
 Home care assistant  
 Home carer  
 Support worker (*nursing home*)

**6146 SENIOR CARE WORKERS**

Senior care workers routinely oversee and monitor care workers, care assistants and home carers. They also attend to the personal needs and comforts of the elderly and the infirm with care and support needs ('service users') within residential care establishments, day care establishments or in their own homes.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. In most cases workers will be required to register with the appropriate statutory body which involves satisfying the registration criteria. This would normally include holding or working towards the appropriate qualification for the job. A wide range of qualifications including NVQs/SVQs covering various aspects of care are available. Senior care workers must be qualified to an appropriate level (usually NVQ Level 3). They often have a background in social care and have achieved a qualification in

this area; some may have nursing qualifications. Background checks including a CRB check are likely to be required.

**TASKS**

- Routinely oversees and monitors care workers and home carers;
- takes responsibility for the shift and for the service while on duty;
- responds to emergencies and provides guidance and support to care workers;
- assists and enables service users to dress, undress, wash, use the toilet and bathe;
- serves meals to service users at table or in bed, assists with feeding if required;
- generally assists with service users' overall comfort and well being;
- provides interest and activities to stimulate and engage the service user;
- helps with daily activities such as letter writing, paying bills, collecting benefits;
- undertakes light cleaning and domestic duties including meal preparation as required;
- monitors service users' conditions by taking temperature, pulse, respiration and weight, and contributes to record keeping;
- liaises with professional staff in carrying out care plans etc.

**RELATED JOB TITLES**

Senior care assistant  
 Senior carer  
 Senior support worker (*Local government: welfare services*)  
 Team leader (*nursing home*)

**6147 CARE ESCORTS**

Care escorts accompany and transport adults and children with disability between their places of residence and other destinations and act as chaperones for under 16s engaged in theatrical, television and film productions.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal qualifications, other than a clean driving licence with the appropriate classification for those who are

driving in addition to escorting. CRB checks are mandatory for those working with vulnerable adults and/or children.

### TASKS

- transports clients safely and securely between approved destinations;
- supports and secures chair bound clients;
- organises toilet and meal stops, as appropriate;
- supervises contact between parents and separated children;
- communicates with colleagues and maintains accurate records;
- supervises and accompanies children who are taking part in a theatrical, television or film production.

### RELATED JOB TITLES

Bus escort  
Escort  
Escort-driver  
School escort

## 6148 UNDERTAKERS, MORTUARY AND CREMATORIUM ASSISTANTS

Undertakers, mortuary and crematorium assistants make funeral arrangements for clients, prepare the deceased for burial or cremation, and supervise and assist the proceedings of funerals.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers require candidates to possess GCSEs/S grades. A full driving licence is often required. Training is provided on-the-job. Professional qualifications in funeral directing and embalming are available.

### TASKS

- collects body of deceased and assists with the completion of necessary documents;
- interviews relative or representative of the deceased to discuss preparations for funeral;
- liaises with cemetery or crematorium authorities on behalf of client;
- washes and injects body with sterilising fluid to prevent deterioration prior to funeral, and applies cosmetics, wax and other materials to restore normal appearance;
- provides hearse and funeral cars and leads funeral procession;
- controls the operations of crematoriums and cemeteries and processes legal documentation.

### RELATED JOB TITLES

Crematorium technician  
Funeral director  
Pall bearer  
Undertaker

## SUB-MAJOR GROUP 62

# LEISURE, TRAVEL AND RELATED PERSONAL SERVICE OCCUPATIONS

Workers within Leisure, Travel and Related Personal Service Occupations provide services and facilities for sporting and recreational activities; make travel arrangements for clients and provide ancillary services for travellers; provide hairdressing and beauty services; undertake domestic and care-taking duties in private households, public buildings and other establishments.

### MINOR GROUP 621

#### LEISURE AND TRAVEL SERVICES

Those working in occupations in this minor group organise and maintain services and equipment necessary for sporting and recreational activities, advise upon and make travel arrangements for customers and provide services to enhance the enjoyment, comfort and safety of holidaymakers and air, rail, and sea passengers.

Occupations in this minor group are classified into the following unit groups:

- 6211 SPORTS AND LEISURE ASSISTANTS**
- 6212 TRAVEL AGENTS**
- 6214 AIR TRAVEL ASSISTANTS**
- 6215 RAIL TRAVEL ASSISTANTS**
- 6219 LEISURE AND TRAVEL SERVICE OCCUPATIONS N.E.C.**

#### 6211 SPORTS AND LEISURE ASSISTANTS

Sports and leisure assistants, provide and maintain facilities for sporting and recreational activities and supervise their use, maintain the continuity of entertainment and social events, offer odds and accept bets on the result of sporting and other events and control gambling activities.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers may require GCSEs/S grades. A variety of vocational qualifications is available in Sports and Recreation and Leisure and Tourism.

#### TASKS

- maintains sports and leisure equipment and prepares equipment for use;
- supervises the use of swimming pools, gymnasium apparatus, fitness machines and other recreational equipment;
- maintains hygienic operation of swimming pools and associated facilities such as jacuzzis, showers and changing areas;
- carries clubs for golfers, advises on the layout and distance of golf courses and appropriate choice of golf club;

- announces acts, makes introductions, proposes toasts and maintains the continuity of entertainment events and social functions;
- assesses likely outcome of an event and establishes odds, accepts and records bets, issues receipts and pays out on winning bets;
- controls the progress of games of cards, roulette and other gambling activities according to established rules;

#### RELATED JOB TITLES

Croupier  
Leisure attendant  
Lifeguard  
Sports assistant

#### 6212 TRAVEL AGENTS

Travel agents advise travellers upon travel arrangements, make bookings and receive payment for travel arrangements made.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although many employers require entrants to possess GCSEs/S grades. Off- and on-the-job training is usually available. NVQs/SVQs in travel services at Levels 2 and 3, BTEC, apprenticeships and higher level qualifications are available.

**TASKS**

- discusses client requirements and shows brochures containing suitable packages;
- establishes availability with tour operators and makes bookings;
- consults travel time-tables, books travel tickets and accommodation;
- handles cash, debit and credit card payment;
- informs client of any changes in travel arrangements;
- advises on issues of currency, passports, visa requirements, insurance, car hire, vaccinations and other health precautions.

**RELATED JOB TITLES**

Reservations clerk (travel)  
 Sales consultant (*travel agents*)  
 Travel adviser  
 Travel agent  
 Travel consultant

**6214 AIR TRAVEL ASSISTANTS**

Air travel assistants issue travel tickets and boarding passes, examine other documentation, provide information and assistance at airport terminals and look after the welfare, comfort and safety of passengers travelling in aircraft.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Entrants usually possess GCSEs/S grades. Fluency in a foreign language may also be required in some posts. Training typically lasts between 3 to 6 weeks followed by a 6 to 12 month probationary period of on-the-job training.

**TASKS**

- receives passengers at airport terminal, examines tickets and other documentation, checks in luggage and distributes boarding passes;
- checks emergency equipment, distributes reading material, blankets and other items, and ensures that the aircraft is ready for the receipt of passengers;
- welcomes passengers on board the aircraft, guides them to their seats and assists with any hand luggage;
- ensures that sufficient stocks of meals and beverages are on board the aircraft prior to take off and serves passengers during the flight;

- sells duty-free goods during the flight;
- makes announcements on behalf of the pilot, demonstrates the use of emergency equipment and checks that safety belts are fastened;
- directs and instructs passengers in the event of an emergency, ensures safety procedures are followed.

**RELATED JOB TITLES**

Air hostess  
 Cabin crew  
 Customer service agent (travel)  
 Flight attendant  
 Passenger service agent

**6215 RAIL TRAVEL ASSISTANTS**

Rail travel assistants issue, collect and inspect travel tickets, provide information and assistance to railway passengers, operate train doors, and perform a variety of duties on station platforms in connection with the arrival and departure of trains and the movement of goods and passengers, and on trains to ensure the safety and comfort of passengers.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, although entrants are required to take a medical examination and have normal colour vision. Training is provided off- and on-the-job. NVQs/SVQs in Rail Transport (Passenger) are available at Level 2.

**TASKS**

- examines and collects tickets at the ticket barrier of a railway station;
- helps with passenger enquiries and makes announcements over a public address system at stations;
- loads and unloads mail, goods and luggage, operates lifts and hoists and drives small trucks;
- assists passengers with special needs to board and leave trains;
- attends to the safety, welfare and comfort of passengers on trains and manages train crew;
- checks control panel operation before start of journey, operates train door controls and signals to driver to start or stop train;
- inspects and issues tickets on trains, deals with passenger enquiries, and takes charge of goods being transported on train.

**RELATED JOB TITLES**

Retail service manager (*railways*)

Station assistant (*underground railway*)

Ticket inspector (*railways*)

Train conductor

Train manager

**6219 LEISURE AND TRAVEL SERVICE OCCUPATIONS  
N.E.C.**

Workers in this unit group perform a variety of leisure and travel service occupations not elsewhere classified in MINOR GROUP 621: Leisure and Travel Services.

**TYPICAL ENTRY ROUTES AND ASSOCIATED  
QUALIFICATIONS**

There are no formal academic entry requirements. Spoken fluency in a foreign language is needed for some posts. NVQs/SVQs in travel services are available at Levels 2 and 3. Training is also received on-the-job.

**TASKS**

- observes regulations concerning the carrying capacity of vehicles and controls the boarding of passengers accordingly;
- receives passengers, checks tickets and guides them to their seats, makes announcements regarding travel

arrangements and places of interest, and deals with passengers' queries;

- makes local arrangements at stopover points for food and accommodation;
- responds to enquiries and complaints, books excursions and other entertainment and provides other assistance and advice to holidaymakers;
- signals to driver when to stop and start bus, collects fares from passengers and issues tickets and changes destination indicators as necessary;
- completes way-bill at scheduled points on route and balances cash taken with tickets issued;
- receives passengers on ship, examines tickets and other documentation, directs them to their cabin and assists with any luggage;
- makes announcements to passengers and deals with enquiries;
- serves food and beverages to passengers.

**RELATED JOB TITLES**

Bus conductor

Holiday representative

Information assistant (tourism)

Steward (*shipping*)

Tour guide

## MINOR GROUP 622 HAIRDRESSERS AND RELATED SERVICES

Jobholders in this unit group cut, style and treat hair, apply cosmetics and give facial and body beauty treatments.

Occupations in this minor group are classified into the following unit groups:

- 6221 HAIRDRESSERS AND BARBERS**
- 6222 BEAUTICIANS AND RELATED OCCUPATIONS**

### 6221 HAIRDRESSERS AND BARBERS

Hairdressers and barbers shampoo, cut, colour, style and treat hair.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements for entry, although some colleges require candidates to possess GCSEs/S grades. Training is provided off- and on-the-job and lasts up to three years leading to the awarding of NVQs/SVQs at Levels 1, 2 and 3. Apprenticeships leading to an NVQ/SVQ at Level 3 are also available.

#### TASKS

- discusses customer requirements, analyses hair condition and other relevant features to define and advise on hair style;
- washes, conditions, bleaches, tints or dyes hair and provides any necessary basic scalp treatments;
- cuts and trims hair using scissors, clippers, razor and comb;
- combs, brushes, blow-dries or sets wet hair in rollers to style or straighten;
- shaves and trims beards and moustaches;
- collects payment, arranges appointments and cleans and tidies salon;
- maintains client records and keeps up-to-date with new products, styles and techniques;
- ensures hair products are stored and used appropriately and observes relevant health and safety factors;
- demonstrates, sells and recommends hair care products to clients and advises them on hair care.

#### RELATED JOB TITLES

Barber  
Colourist (*hairdressing*)  
Hair stylist  
Hairdresser

### 6222 BEAUTICIANS AND RELATED OCCUPATIONS

Beauticians and related workers give facial and body beauty treatments, apply cosmetics and dress wigs.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements for entry, although some colleges require candidates to possess GCSEs/S grades. NVQs/SVQs in Beauty Therapy are available at Levels 1, 2 and 3. Professional qualifications are also available.

#### TASKS

- discusses clients requirements, analyses and advises client on appropriate skin care, and applies treatments to the face or body;
- massages scalp, face and other parts of the body and carries out spray tanning;
- uses waxing, threading, sugaring and other epilation techniques to remove any unwanted body hair;
- cleans, shapes and polishes finger and toe nails, applies nail extensions;
- applies make-up to hide blemishes or enhance facial features and advises clients on skin care and make-up techniques;
- performs specialist treatments for conditions such as acne, applies skin rejuvenation therapies;
- recognises problems and refers clients to medical practitioners if appropriate;
- advises clients on diet and exercise to assist in weight loss and slimming;
- maintains client records, sells and advises on cosmetic products and services, and ensures appropriate health and safety issues are addressed.

#### RELATED JOB TITLES

Beautician  
Beauty therapist  
Nail technician  
Tattooist



## MINOR GROUP 623 HOUSEKEEPING AND RELATED SERVICES

Housekeeping and related services workers co-ordinate and undertake domestic tasks in private households, hotels, schools, hostels and other residential establishments, take care of schools, churches, offices, flats and other buildings.

Occupations in this minor group are classified into the following unit groups:

### **6231 HOUSEKEEPERS AND RELATED OCCUPATIONS**

### **6232 CARETAKERS**

#### **6231 HOUSEKEEPERS AND RELATED OCCUPATIONS**

Housekeepers and related workers perform domestic cleaning and other housekeeping tasks within private households, hotels, schools, hostels and other non-private households.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, although entrants typically possess GCSEs/S grades or an equivalent qualification. NVQs/SVQs and other vocational qualifications in hospitality and catering at levels 2 and 3 are available.

#### **TASKS**

- controls the purchase and storing of food, cleaning materials, linen and other household supplies;
- maintains household records;
- performs a variety of domestic tasks including food preparation and service, cleaning and laundry;
- assists employer in washing, dressing, packing and other personal activities.

#### **RELATED JOB TITLES**

Cook-housekeeper  
House keeper  
Lifestyle manager

#### **6232 CARETAKERS**

Caretakers supervise and undertake the care and maintenance of church, school, office and other buildings, their facilities, fixtures and contents.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No academic qualifications are required. Previous relevant experience may be needed, and training is provided in some areas. Background checks will be required for those whose job brings them into contact with children or vulnerable adults.

#### **TASKS**

- locks and unlocks doors and entrances at appropriate times;
- supervises and/or undertakes the cleaning and maintenance of premises;
- controls heating, lighting and security systems;
- undertakes minor repairs and notifies owner of need for major repairs;
- checks fire and safety equipment for adequate functioning.

#### **RELATED JOB TITLES**

Caretaker  
Janitor  
Porter (*college*)  
Site manager (*educational establishments*)

## MINOR GROUP 624 CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS

Cleaning and housekeeping managers and supervisors manage and co-ordinate the cleaning and housekeeping activities in private households, hotels, schools, hostels and other residential establishments, in offices and other premises, and directly supervise the staff undertaking those tasks.

Occupations in this minor group are classified into the following unit group:

### 6240 CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS

#### 6240 CLEANING AND HOUSEKEEPING MANAGERS AND SUPERVISORS

Workers in this unit group manage and supervise cleaning and other housekeeping tasks within private households, hotels, schools, hostels and other non-private households, and in offices and other premises.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

- There are no formal academic requirements, but GCSEs/S grades and/or relevant work experience may be needed in some instances. BTEC certificates and diplomas, NVQs/SVQs and degree level courses are available in relevant areas.

#### TASKS

- recruits or participates in the selection process for cleaning and housekeeping staff and takes charge of staff training;
- assigns duties and responsibilities to staff and oversees working rotas;

- supervises the activities of cleaners and other housekeeping staff and inspects work undertaken;
- oversees the provision of cleaning and housekeeping supplies;
- arranges for replacement of broken, defective tools and handles arrangements for repairs to fixtures and fittings;
- manages budget for cleaning and housekeeping supplies and keeps record of expenditure.

#### RELATED JOB TITLES

Butler  
Cleaner-in-charge  
Cleaning supervisor  
Domestic supervisor  
Head house keeper  
Supervisor (*cleaning*)

# **MAJOR GROUP 7**

## **SALES AND CUSTOMER SERVICE OCCUPATIONS**

This major group covers occupations whose tasks require the knowledge and experience necessary to sell goods and services, accept payment in respect of sales, replenish stocks of goods in stores, provide information to potential clients and additional services to customers after the point of sale. The main tasks involve knowledge of sales techniques, a degree of knowledge regarding the product or service being sold, familiarity with cash and credit handling procedures and a certain amount of record keeping associated with those tasks.

Most occupations in this major group require a general education and skills in interpersonal communication. Some occupations will require a degree of specific knowledge regarding the product or service being sold, but are included in this major group because the primary task involves selling.

Occupations in this major group are classified into the following sub-major and minor groups:

### **71 SALES OCCUPATIONS**

- 711 SALES ASSISTANTS AND RETAIL CASHIERS**
- 712 SALES RELATED OCCUPATIONS**
- 713 SALES SUPERVISORS**

### **72 CUSTOMER SERVICE OCCUPATIONS**

- 721 CUSTOMER SERVICE OCCUPATIONS**
- 722 CUSTOMER SERVICE MANAGERS AND SUPERVISORS**

# SUB-MAJOR GROUP 71

## SALES OCCUPATIONS

Workers in this sub-major group sell goods and services in retail and wholesale establishments, accept payment in respect of sales, obtain orders and collect payments for goods and services from private households, replenish stocks of goods in stores, create displays of merchandise and perform other sales related occupations.

### MINOR GROUP 711

#### SALES ASSISTANTS AND RETAIL CASHIERS

Sales assistants and retail cashiers sell goods and services in retail or wholesale establishments, accept payments, give change and arrange finance as appropriate in respect of sales; obtain, receive and record telephone orders for goods and services.

Occupations in this minor group are classified into the following unit groups:

- 7111 SALES AND RETAIL ASSISTANTS**
- 7112 RETAIL CASHIERS AND CHECK-OUT OPERATORS**
- 7113 TELEPHONE SALESPERSONS**
- 7114 PHARMACY AND OTHER DISPENSING ASSISTANTS**
- 7115 VEHICLE AND PARTS SALESPERSONS AND ADVISERS**

#### 7111 SALES AND RETAIL ASSISTANTS

Sales and retail assistants demonstrate and sell a variety of goods and services in shops, stores, showrooms and similar establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No minimum academic qualifications are required although some employers may require GCSEs/S grades. Training is typically provided on-the-job. Apprenticeships and NVQs/SVQs in Retail Operations are available at various levels.

#### TASKS

- discusses customer requirements, including type and price range of goods/services desired;
- advises customer on selection, purchase, use and care of merchandise and quotes prices, discounts and delivery times;
- advises customer making major purchase on credit terms and arranges finance as appropriate;
- receives full or partial payment, checks validity of form of payment, writes or prints bill, receipt or docket and packages merchandise for customer;
- arranges and replenishes goods on display stands, undertakes stock checks and assists with the receipt of deliveries from suppliers into the stock room;
- handles returns and deals with customer complaints.

#### RELATED JOB TITLES

Retail assistant  
Sales adviser  
Sales assistant  
Sales consultant (*retail trade*)  
Shop assistant

#### 7112 RETAIL CASHIERS AND CHECK-OUT OPERATORS

Retail cashiers and check-out operators accept payments from customers and give change in respect of sales or services.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements although some employers may require GCSEs/S grades or relevant experience. Training is typically provided on-the-job. NVQs/SVQs in Retail Operations are available at Levels 1 and 2.

#### TASKS

- records cost of each item on cash register or by use of bar code reader and totals the amount to be paid;
- receives cash, cheque or debit or credit card payment, checks validity of form of payment, gives change and issues receipts for purchase;
- debits customer's account in respect of purchases or services;

- monitors fuel taken by self-service customers or refuels vehicle if required;
- maintains transaction records as requested.

### RELATED JOB TITLES

Check-out operator  
Forecourt attendant  
General assistant (*retail trade*: check-out)  
Till operator

### 7113 TELEPHONE SALESPERSONS

Telephone salespersons obtain, receive, process and record telephone orders for goods and services.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may be required. Training is typically received on-the-job, supplemented by short courses in practical skills. NVQs/SVQs in Selling are available at Levels 2 and 3.

### TASKS

- learns about the product(s)/service(s) to be sold;
- telephones potential customers, explains purpose of call, discusses their requirements and advises on the goods/services being offered;
- quotes prices, credit terms and delivery conditions and records details of orders agreed;
- receives orders for goods/services by telephone and records relevant details;
- arranges despatch of goods and services, information and/or brochures to customers;
- maintains record of sales statistics, customers contacted and changes to customer details.

### RELATED JOB TITLES

Sales adviser (telephone sales)  
Telesales executive  
Telesales operator

### 7114 PHARMACY AND OTHER DISPENSING ASSISTANTS

Pharmacy and other dispensing assistants work under the supervision of pharmacists or other relevant health professionals to dispense drugs and medicines, issue pre-packaged prescriptions, sell over-the-counter medication, dispense spectacles and contact lenses and other related products.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades. Training is typically received on-the-job, supplemented by study towards vocational qualifications. NVQs/ SVQs are available in relevant areas and at various levels, and apprenticeships may be available.

### TASKS

- checks received prescriptions for legality and accuracy and confirms patients' or customers' details;
- maintains records of prescriptions received and drugs issued;
- checks stock levels, rotates stock, orders new stock from supplying companies and ensures that products are stored appropriately;
- arranges displays of merchandise;
- relays information to customers under the direction of pharmacist or other health professional;
- carries out sales transaction, wraps and packages goods.

### RELATED JOB TITLES

Dispenser  
Health care assistant (*retail chemist*)  
Optical assistant  
Pharmacy assistant

### 7115 VEHICLE AND PARTS SALESPERSONS AND ADVISERS

Vehicle and parts salespersons and advisers sell new and used vehicles to the general public, and vehicle accessories and parts to garages, vehicle dealerships and the general public.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements for entry but some employers may ask for GCSEs and/or some previous relevant work experience. Apprenticeships may be available in some areas. Vehicle salespersons generally require a full, clean driving licence.

### TASKS

- discusses customer's requirements, advises on most appropriate vehicle, explains its features and arranges test drive;
- negotiates sale price including any 'trade-in' and extra accessories, works out finance arrangements and completes sales paperwork;

- carries out pre-delivery inspection and formal hand-over of vehicle to customer;
- updates stock record, orders new vehicles from manufacturer, buys in used cars;
- receives orders for parts by phone, email or in person and checks availability on stock record;
- obtains parts from store or orders from suppliers;
- organises delivery of parts and handles payment;
- orders new supplies, arranges storage and updates stock records.

**RELATED JOB TITLES**

Car sales executive

Car salesman

Parts adviser (*retail trade*)Parts salesman (*motor vehicle repair*)

## MINOR GROUP 712 SALES RELATED OCCUPATIONS

Job holders in this minor group visit private households to obtain orders and collect payments, deliver and sell food, drink and other goods in streets and open spaces from portable containers, stalls and vans, collect and deliver laundered and similarly serviced articles, replenish and display stocks of merchandise, and undertake a variety of sales occupations not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 7121 COLLECTOR SALESPERSONS AND CREDIT AGENTS**
- 7122 DEBT, RENT AND OTHER CASH COLLECTORS**
- 7123 ROUNDSPERSONS AND VAN SALESPERSONS**
- 7124 MARKET AND STREET TRADERS AND ASSISTANTS**
- 7125 MERCHANDISERS AND WINDOW DRESSERS**
- 7129 SALES RELATED OCCUPATIONS N.E.C.**

### 7121 COLLECTOR SALESPERSONS AND CREDIT AGENTS

Collector salespersons and credit agents visit private households to obtain orders and collect payments for goods and services.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Training is provided on-the-job and may be supplemented by specialist short courses provided by employers.

#### TASKS

- calls on household, explains purpose of call and displays or describes goods/services on offer;
- emphasises main selling point of goods/services to stimulate customer interest;
- quotes prices and terms, collects any payments and completes hire purchase or credit arrangements;
- distributes advertising literature and sample goods;
- makes follow-up calls to obtain further orders.

#### RELATED JOB TITLES

Agent (insurance)  
Canvasser  
Collector (*insurance*)  
Distributor (*door-to-door sales*)  
Insurance agent

### 7122 DEBT, RENT AND OTHER CASH COLLECTORS

Debt, rent and other cash collectors collect payments due or overdue from households and businesses and empty cash from prepayment meters or machines.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Training is typically provided on-the-job. This may be supplemented by specialised training courses within larger agencies.

#### TASKS

- receives payment at centralised office or calls on household/business premises;
- records details of transaction, issues receipt or annotates rent book;
- reads gas, water and electricity meters;
- cleans, services and fills vending machines and collects money from meters, vending machines and other cash operated machinery;
- collects tolls from persons wishing to gain access to private roads, bridges, piers, etc. and operates tollgates to control entry;
- remits cash, cheques or credit notes to cashier, supervisor or bank, building society or post office.

#### RELATED JOB TITLES

Collecting agent  
Collector (*gas supplier*)  
Debt collector  
Meter reader  
Vending operator

### 7123 ROUNDSPERSONS AND VAN SALESPERSONS

Roundspersons and van salespersons deliver and sell food, drink and other goods by calling on householders or by selling from a mobile shop or van and call on households to collect and receive payment for laundered or similarly serviced articles.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required but candidates should hold a clean driving licence. Off- and on-the-job training is provided.

### TASKS

- loads vehicle with food, drink, or articles that have been laundered, etc.;
- drives vehicle over established route and parks at recognised stopping places or households;
- calls at customers' premises and delivers ordered goods;
- calls out, rings bell or otherwise attracts attention to the items on sale;
- sells goods, records deliveries, takes further orders or articles requiring servicing and collects cash or prepares bill;
- returns to depot and hands in unsold goods and cash.

### RELATED JOB TITLES

Dairyman (*retail trade: delivery round*)

Ice-cream salesman

Milkman (*milk retailing*)

Roundsman

Van salesman

## 7124 MARKET AND STREET TRADERS AND ASSISTANTS

Market and street traders and assistants sell goods (other than refreshments) from stalls, barrows and other portable containers in streets and market places.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required.

### TASKS

- displays products on stall or barrow;
- calls out or otherwise attracts attention to goods on offer;
- sells goods at fixed price or by bargaining with customer;
- accepts payment and may wrap goods;
- cleans up site on completion of each day's trading.

### RELATED JOB TITLES

Market assistant

Market trader

Owner (*market stall*)

Stall holder

Street trader

## 7125 MERCHANDISERS AND WINDOW DRESSERS

Merchandisers and window dressers replenish stocks of goods in stores, advise retailers on the optimum display of merchandise and create displays of merchandise in shop windows.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants typically possess a professional qualification from the British Design Society, or an approved vocational qualification. Candidates usually require GCSEs/S grades. Degrees and apprenticeships are available, as well as NVQs/SVQs in Visual Merchandising at Levels 1 and 2.

### TASKS

- monitors stock movements, considers customer requirements and assists customers in completing orders;
- supplies information about the product to the retailer and sales staff and deals with customer enquiries;
- consults with advertising and sales staff and advises retailers on the optimal display of a product and of any promotions;
- implements plans from display designers or display managers or develops ideas and plans for merchandise display or window dressing;
- prepares area for new display, constructs or assembles displays from a variety of materials, and dismantles existing displays and returns merchandise to relevant departments;
- provides feedback about displays to senior managers.

### RELATED JOB TITLES

Merchandiser

Sales merchandiser

Visual merchandising manager

Window dresser

## 7129 SALES RELATED OCCUPATIONS N.E.C.

Workers in this unit group perform a variety of sales occupations not elsewhere classified in MINOR GROUP 712: Sales Related Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job, supplemented by short courses



covering practical skills and details of the product or service being sold. NVQs/SVQs in Selling are available at Levels 2 and 3.

### TASKS

- assesses characteristics of goods/services being sold and decides on main selling points;
- advises clients and agents on insurance related problems, seeks new outlets for business and quotes premiums, bonus rates, tax concessions, etc.;
- obtains orders for advertising, financial, catering, printing and transportation services;

- organises parties in private households to sell clothing, fashion accessories, giftware and other goods;
- provides demonstrations of a product within retail stores, exhibitions and trade fairs to promote interest amongst potential customers;
- negotiates agreements for the passage of supply lines over or under land/property and the siting of supporting structures and other items.

### RELATED JOB TITLES

Demonstrator  
Hire controller  
Sales representative (*retail trade*)

## MINOR GROUP 713 SALES SUPERVISORS

Job holders in this minor group supervise the activities of sales and related workers within retail and wholesale establishments.

Occupations in this minor group are classified into the following unit group:

### 7130 SALES SUPERVISORS

#### 7130 SALES SUPERVISORS

Sales supervisors oversee operations and directly supervise and coordinate the activities of sales and related workers in retail and wholesale establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No minimum academic qualifications are required although some employers may require GCSEs/S grades or A levels/H grades along with relevant work experience. NVQs/SVQs in Retail Operations are available at Levels 1 and 2, and apprenticeships may be available in some areas. Professional qualifications are relevant in some areas of selling and may be an advantage.

#### TASKS

- directly supervises and coordinates the activities of sales and related workers;

- establishes and monitors work schedules to meet sales and productivity targets;
- liaises with managers and other departments to resolve operational problems;
- determines or recommends staffing and other needs to meet sales and productivity targets;
- reports as required to managerial staff on departmental activities.

#### RELATED JOB TITLES

Sales supervisor (*retail trade: delivery round*)  
 Section manager (*retail trade*)  
 Shop supervisor (*retail trade*)  
 Supervisor (*retail, wholesale trade*)  
 Team leader (*retail trade*)

## SUB-MAJOR GROUP 72

# CUSTOMER SERVICE OCCUPATIONS

Customer service occupations receive and respond to enquiries regarding products or services, deal with customer complaints and perform a variety of tasks in the provision of additional services to customers after the point of sale; operate switchboards and receive and direct calls in a variety of establishments; operate telecommunications equipment to transmit and receive messages; conduct market research interviews; and perform other customer service tasks.

### MINOR GROUP 721

## CUSTOMER SERVICE OCCUPATIONS

Workers in this minor group receive and respond to telephone and other enquiries regarding the products and services offered by an organisation, deal with customer complaints, and provide further services to customers after the point of sale.

Occupations in this minor group are classified into the following unit groups:

- 7211 CALL AND CONTACT CENTRE OCCUPATIONS**
- 7213 TELEPHONISTS**
- 7214 COMMUNICATION OPERATORS**
- 7215 MARKET RESEARCH INTERVIEWERS**
- 7219 CUSTOMER SERVICE OCCUPATIONS N.E.C.**

### 7211 CALL AND CONTACT CENTRE OCCUPATIONS

Workers in this unit group receive and respond to telephone calls from potential clients and existing customers regarding the products and services offered by an organisation.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although many employers expect candidates to possess GCSEs/S grades. Training is typically provided on-the-job, supplemented by specialist short courses.

#### TASKS

- answers incoming telephone calls from existing or prospective customers;
- interviews caller to establish the nature of any complaint or the requirements of the client;
- informs existing and potential customers on any immediate action to be taken, and refers the matter to a more senior member of staff if necessary;
- advises on services available and sells additional products or services;
- maintains details of calls received, the action taken as a result of a call and updates customer database as required;

- arranges for field staff to visit the caller if further assistance is required.

#### RELATED JOB TITLES

Call centre agent  
 Call centre operator  
 Customer service adviser (*call centre*)  
 Customer service operator

### 7213 TELEPHONISTS

Telephonists receive and direct callers in commercial, industrial and other establishments, and operate telephone (public) and office (private) switchboards to advise on, and assist with, making telephone calls and to relay incoming, outgoing and internal calls.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may not be required. On-the-job training is provided.

#### TASKS

- receives callers and directs them to appropriate person or department;
- operates switchboard to connect outgoing calls or to relay incoming or internal calls;

- reports any faults on telephone operating system;
- gives advice on dialling and other special features available;
- provides directory information, dialling codes and details of charges;
- alerts emergency services in cases of fire, crime or accident.

### RELATED JOB TITLES

Call handler (*motoring organisation*)

Operator (telephone)

Switchboard operator (telephone)

Telephonist

Telephonist-receptionist

## 7214 COMMUNICATION OPERATORS

Job holders in this unit group operate telecommunications equipment to transmit and receive signals and messages.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may not be required. On-the-job training is provided.

### TASKS

- receives messages, weather reports and other material to transmit;
- tunes transmitter to required channel or wavelength and relays or receives message to/ from person or vehicle;
- uses a teleprinter or telex keyboard to transmit messages to other teleprinters or telexes;
- keeps record of messages sent and received;
- performs routine tests and maintenance on equipment and reports faults;
- receives and handles incoming calls for emergency services, transmitting to the appropriate services.

### RELATED JOB TITLES

Call handler (*emergency services*)

Communications operator

Control room operator (*emergency services*)

Controller (*taxi service*)

## 7215 MARKET RESEARCH INTERVIEWERS

Market research interviewers conduct interviews to collect information on the opinions and preferences of consumers, businesses, the electorate and other selected groups.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs in Market Research (Interviewing) are available at Level 2.

### TASKS

- approaches members of the public, individuals, households and organisations to arrange and conduct face-to-face interviews, telephone interviews, focus groups, panel interviews etc.;
- records progress of interviews by noting answers, completing questionnaires, making audio or visual recordings or inputting responses into a computer;
- collects questionnaires, diaries, and other research materials left with interviewees and conducts follow-up interviews;
- collates and reviews information collected and compiles reports to pass back to the organisation/individual commissioning the market research.

### RELATED JOB TITLES

Interviewer (*market research*)

Market researcher (interviewing)

Telephone interviewer

Telephone researcher

Traffic enumerator

## 7219 CUSTOMER SERVICE OCCUPATIONS N.E.C.

Job holders in this unit group perform a variety of customer service occupations not elsewhere classified in MINOR GROUP 721: Customer Service Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although many employers expect candidates to possess GCSEs/S grades. Training is typically provided on-the-job, supplemented by specialist short courses.

### TASKS

- receives enquiries from potential and existing clients, discusses requirements, and recommends products or services;
- discusses pricing processes with clients, agrees payment arrangements and handles customer accounts;
- makes reservations, books tickets, organises insurance policies on behalf of customers;

- follows up clients to ensure their satisfaction with a product or service and to gain renewal of customer service agreements;
- addresses customer complaints and problems;
- informs customers of special promotions and new product launches.

**RELATED JOB TITLES**

Customer adviser  
Customer service administrator  
Customer service adviser  
Customer service assistant  
Customer services representative

## MINOR GROUP 722

### CUSTOMER SERVICE MANAGERS AND SUPERVISORS

Customer service managers and supervisors plan, organise and coordinate resources and supervise the staff involved in handling the requests, complaints and further needs of customers.

Occupations in this minor group are classified into the following unit group:

#### 7220 CUSTOMER SERVICE MANAGERS AND SUPERVISORS

##### 7220 CUSTOMER SERVICE MANAGERS AND SUPERVISORS

Job holders in this unit group plan, organise and co-ordinate resources necessary for receiving and dealing with the responses, complaints or further requirements of purchasers and users of a product or service, and supervise customer service occupations.

- co-ordinates and controls the work of those within customer services departments;
- discusses customer responses with other managers with a view to improving the product or service provided;
- plans and co-ordinates the operations of help and advisory services to provide support for customers and users.

##### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry requirements. Candidates are recruited with a variety of academic qualifications and/or relevant experience. Specialist qualifications may be required for work within certain sectors.

##### RELATED JOB TITLES

After sales manager  
Call centre supervisor  
Customer service manager  
Customer service supervisor  
Team leader (customer care)

##### TASKS

- develops and implements policies and procedures to deal effectively with customer requirements and complaints;

# **MAJOR GROUP 8**

## **PROCESS, PLANT AND MACHINE OPERATIVES**

This major group covers occupations whose main tasks require the knowledge and experience necessary to operate and monitor industrial plant and equipment; to assemble products from component parts according to strict rules and procedures and to subject assembled parts to routine tests; and to drive and assist in the operation of various transport vehicles and other mobile machinery.

Most occupations in this major group do not specify that a particular standard of education should have been achieved but will usually have a period of formal experience-related training. Some occupations require licences issued by statutory or professional bodies.

Occupations in this major group are classified into the following sub-major and minor groups:

### **81 PROCESS, PLANT AND MACHINE OPERATIVES**

- 811 PROCESS OPERATIVES**
- 812 PLANT AND MACHINE OPERATIVES**
- 813 ASSEMBLERS AND ROUTINE OPERATIVES**
- 814 CONSTRUCTION OPERATIVES**

### **82 TRANSPORT AND MOBILE MACHINE DRIVERS AND OPERATIVES**

- 821 ROAD TRANSPORT DRIVERS**
- 822 MOBILE MACHINE DRIVERS AND OPERATIVES**
- 823 OTHER DRIVERS AND TRANSPORT OPERATIVES**

## SUB-MAJOR GROUP 81

### PROCESS, PLANT AND MACHINE OPERATIVES

Process, plant and machine operatives operate and attend machinery to manufacture, process or otherwise treat foodstuffs, beverages, textiles, chemicals, glass, ceramics, rubber, plastic, metal, synthetic and other products, operate plant and machinery to produce paper, wood and related products, extract coal and other minerals from the earth, attend and operate power generation and water treatment systems, perform routine operations in the manufacture of motor vehicles, metal goods, electrical and electronic products, clothing and other goods, and perform a variety of tasks in relation to the construction and repair of buildings, public highways, underground piping systems, railway tracks and other structures.

#### MINOR GROUP 811

##### PROCESS OPERATIVES

Process operatives set, operate and attend machinery to bake, freeze, heat, crush, mix, blend and otherwise process foodstuffs, beverages and tobacco leaves, prepare natural and synthetic fibres for processing, spin and twist fibre into yarn, thread, twine, rope and other similar material, prepare colouring matter required for printing or dyeing fabrics, and produce or otherwise treat chemical, glass, ceramics, rubber, plastic, metal, synthetic and other products.

Occupations in this minor group are classified into the following unit groups:

- 8111 FOOD, DRINK AND TOBACCO PROCESS OPERATIVES**
- 8112 GLASS AND CERAMICS PROCESS OPERATIVES**
- 8113 TEXTILE PROCESS OPERATIVES**
- 8114 CHEMICAL AND RELATED PROCESS OPERATIVES**
- 8115 RUBBER PROCESS OPERATIVES**
- 8116 PLASTICS PROCESS OPERATIVES**
- 8117 METAL MAKING AND TREATING PROCESS OPERATIVES**
- 8118 ELECTROPLATERS**
- 8119 PROCESS OPERATIVES N.E.C.**

#### **8111 FOOD, DRINK AND TOBACCO PROCESS OPERATIVES**

Food, drink and tobacco process operatives set, operate and attend machinery to bake, freeze, heat, crush, mix, blend and otherwise process foodstuffs, beverages and tobacco leaves.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, though some GCSEs/S grades can be an advantage. Off- and on-the-job training is available. NVQs/SVQs in Food and Drink Manufacturing Operations are available at Levels 1, 2 and 3. NVQs/SVQs in Tobacco Processing are available at Level 2.

#### **TASKS**

- sets, operates and attends machinery and ovens to mix, bake and otherwise prepare bread and flour confectionery products;

- operates machinery to crush, mix, malt, cook and ferment grains and fruits to produce beer, wines, malt liquors, vinegar, yeast and related products;
- attends equipment to make jam, toffee, cheese, processed cheese, margarine, syrup, ice, pasta, ice-cream, sausages, chocolate, maize starch, edible fats and dextrin;
- operates equipment to cool, heat, dry, roast, blanch, pasteurise, smoke, sterilise, freeze, evaporate and concentrate foodstuffs and liquids used in food processing;
- mixes, pulps, grinds, blends and separates foodstuffs and liquids with churning, pressing, sieving, grinding and filtering equipment;
- processes tobacco leaves by hand or machine to make cigarettes, cigars, pipe and other tobacco products.

#### **RELATED JOB TITLES**

Baker (*food products mfr*)



Bakery assistant  
 Factory worker (*food products mfr*)  
 Meat processor  
 Process worker (*brewery*)  
 Process worker (*dairy*)

### 8112 GLASS AND CERAMICS PROCESS OPERATIVES

Glass and ceramics process operatives position articles ready for firing in kilns and operate and attend furnaces and kilns to make and treat glass and ceramic items.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications are not normally required. Training is mostly on-the-job, the amount and extent depending on the equipment used and type of operations performed. NVQs/SVQs/vocational qualifications covering glass processing, glass manufacturing, kiln operations and manufacturing ceramic items are available at Levels 1, 2 and 3.

#### TASKS

- directs loading of furnace with prescribed quantities and types of ingredients;
- sets timing and temperature controls, monitors pressure gauges, adjusts controls as necessary and regulates level of glass in furnace as required;
- operates controls to rotate rotary furnaces and create a vacuum in vacuum furnaces, ensures that static furnaces are correctly positioned and switches on current;
- monitors temperature of drying and annealing kilns and reports any significant deviations from schedule sheet;
- cuts off heat supply after firing/heating/drying and cleans furnace and kiln areas.

#### RELATED JOB TITLES

Glass worker  
 Kiln man (*glass mfr*)  
 Process worker (*fibre glass mfr*)

### 8113 TEXTILE PROCESS OPERATIVES

Job holders in this unit group operate machines to prepare natural and synthetic fibres for processing, spin and twist fibre into yarn, thread, twine, rope and other similar material, and estimate the quantities of colouring matter required for printing and dyeing fabrics.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs in Manufacturing Textiles are available at Levels 1, 2 and 3.

#### TASKS

- sets controls, starts machinery and monitors the passage of material processed;
- replenishes the supply of input fibres, removes and replaces full output packages, cards and spools;
- detects blockages, tangled thread, defective or broken material, and joins broken ends by hand or mechanical knotting;
- checks quality of completed material, marks any flaws and removes badly damaged sections;
- examines colour cards or specifications, estimates quantity of colouring material needed to print or dye fibre and calculates and mixes ingredients accordingly;
- stretches, shrinks, brushes, dampens and presses fabric and shears or burns off protruding fabric fibres as required;
- cleans and oils machine, detects and reports mechanical faults to technicians.

#### RELATED JOB TITLES

Hosiery worker  
 Machinist (*rope, twine mfr*)  
 Process worker (*textile mfr*)  
 Spinner (*paper twine mfr*)

### 8114 CHEMICAL AND RELATED PROCESS OPERATIVES

Job holders in this unit group operate plant and machinery in the processing of chemical and related materials by chemical, heat or other treatment, manufacture synthetic materials and bleach, dye or otherwise treat textiles, and treat hides, skins and pelts for making into fur, leather and skin products.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers require entrants to possess GCSEs/S grades. Training is typically received on-the-job, supplemented by specialised training courses. NVQs/SVQs in Process Operations are available at Levels 1, 2 and 3.

**TASKS**

- loads prescribed quantities of ingredients into plant equipment, starts operational cycle, monitors instruments and gauges indicating conditions affecting the operation of the plant and adjusts controls as necessary;
- prepares dye, bleaching, water repellent, fixing salt and other chemical solutions to finish and treat textiles;
- regulates input of polymer into melting unit, extrudes polymer, gathers extruded filaments and feeds strands through rolling, cutting and treatment units to produce synthetic fibre;
- operates kilns, furnaces and ovens to produce charcoal, coke and other carbon products;
- operates machines to coat film and tape with sensitising material and otherwise impregnate materials by immersion, split and mould mica and produce asbestos pipes and sheets;
- cuts and trims skins, hides and pelts, removes wool, hair, flesh and other waste material, and washes, limes, tans, dyes and otherwise treats hides for making into leather, skin and fur products;
- withdraws samples for quality control testing, removes and regulates discharge of batch material upon completion of processing.

**RELATED JOB TITLES**

Gas producer operator

Process technician (*chemical mfr*)

Process worker (*cement mfr*)

Process worker (*nuclear fuel production*)

**8115 RUBBER PROCESS OPERATIVES**

Rubber process operatives attend and operate masticating, calendering, mixing, forming, shaping, moulding, extruding, cutting, trimming and winding machines to make and repair rubber products.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, although some employers require entrants to possess GCSEs/S grades. Training is typically on-the-job, supplemented by specialised training courses. NVQs/SVQs in Processing Rubber are available at Levels 1 and 2.

**TASKS**

- ascertains ingredients and mixing requirements, feeds machine or regulates flow from feed conveyors and hoppers;
- regulates speed, temperature and pressure of masticating, mixing, extruding and vacuum moulding machinery;
- operates winding machinery to form endless belts and builds up rubberised material to form industrial belting and pneumatic tyres;
- prepares surfaces and coats or lines metal or other products with rubber;
- trims, sandblasts, or manipulates rubber article against abrasive wheel to finish product;
- locates defects and repairs worn and faulty sheathing, belting and rubber and pneumatic tyres.

**RELATED JOB TITLES**

Disc cutter (*rubber mfr*)

Moulder (*rubber goods mfr*)

Process worker (*rubber reclamation*)

Tyre builder

**8116 PLASTICS PROCESS OPERATIVES**

Plastics process operatives attend and operate moulding, extruding, thermoforming, calendering, covering, cutting and other process equipment to make and repair plastic products.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is typically provided on-the-job, supplemented by specialised courses. NVQs/SVQs in Plastic Processing Operations are available at Levels 1 and 2. Apprenticeships leading to an NVQ/SVQ at Level 3 are available in some areas.

**TASKS**

- prepares machine for operation by affixing any necessary attachments;
- weighs and mixes ingredients, loads machine with plastic to be worked or regulates flow from feed conveyor or hopper;
- monitors controls regulating temperature, pressure, etc. and operates moulding, extruding, calendering, thermoforming and covering machines;

- inspects plastic products for defects, takes measurements and repairs plastic belting and sheathing;
- trims, cuts and performs other finishing operations on plastic using hand and machine tools;
- makes artificial eyes and contact lens discs, and makes and repairs spectacle frames and plastic parts of artificial limbs and other orthopaedic appliances.

### RELATED JOB TITLES

Extrusion operator (*plastics mfr*)  
 Fabricator (*plastics mfr*)  
 Injection moulder  
 Laminator (fibreglass)  
 Process worker (*plastic goods mfr*)

### 8117 METAL MAKING AND TREATING PROCESS OPERATIVES

Metal making and treating process operatives operate furnaces, ovens and other heating vessels, drawing, rolling, extruding, galvanising, forging and other metal processing equipment to smelt, shape and treat metal and metal products.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs in Steel Making, Steel Refining, Steel Casting and Metal Forging are available at Levels 2 and 3.

### TASKS

- charges furnace, operates controls to regulate furnace temperature, and adds oxidising, alloying and fluxing agents as required;
- withdraws samples of molten metal for analysis, taps slag from surface of molten metal and directs flow of molten metal into casts;
- sets rolling speed, tension and space between rolls, guides the metal to and from rollers, and monitors the rolling process to detect irregularities, and ensure that the gauge and finish match required specifications;
- operates equipment to remove dirt, scale and other surface impurities by immersion in chemical solution;
- heats metal or metal articles in furnace, allows to cool for a specified time or quenches in brine, oil or water to harden, reduces brittleness and restores ductility;

- operates piercing, extruding, pressing and other metal processing equipment to shape and treat metal or metal articles.

### RELATED JOB TITLES

Degreaser (*metal trades*)  
 Foreman (*metal refining*)  
 Furnaceman (*metal trades*)  
 Process worker (*nickel mfr*)  
 Wire drawer

### 8118 ELECTROPLATERS

Electroplaters operate continuous plant to coat metal parts and articles electrolytically, form metal articles by electro- and vacuum-deposition, dip and spray articles with another metal, plastic powder or other material and treat articles chemically to produce desired surface finishes.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs in Product Coating are available at Levels 2 and 3.

### TASKS

- cleans and rinses article or pre-shaped form to be coated;
- masks area not to be covered with wax, resistant adhesive tape or other material;
- fits appropriate nozzle on spray gun, loads spray gun with appropriate coating material and prepares electrolytic solutions;
- sets machine, plant, or equipment controls to regulate electric current and temperature of molten zinc, tin, chromium, copper or other non-ferrous metal;
- immerses articles in plating solutions or sprays article until required thickness of coating has been deposited;
- removes article from solution and centrifuges, if necessary, to remove excess molten metal before cooling.

### RELATED JOB TITLES

Electroplater  
 Galvaniser  
 Metal sprayer  
 Powder coater

**8119 PROCESS OPERATIVES N.E.C.**

Job holders in this unit group perform a variety of processing occupations not elsewhere classified in MINOR GROUP 811: Process Operatives.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, though some employers may expect entrants to possess GCSEs/S grades. Training is typically provided on-the-job, supplemented by specialist training courses. NVQs/SVQs in Process Operations are available at Levels 1, 2 and 3.

**TASKS**

- packs products ready for kiln setting;

- operates kilns, furnaces and ovens to produce cement clinker, linoleum cement and asphalt, to fire abrasive and carbon products and otherwise cook and heat treat materials and products not elsewhere classified;
- operates machines to mix, blend, crush, wash and separate seeds and other materials not elsewhere classified;
- operates machines to produce flat and corrugated asbestos cement pipes and sheets;
- performs other processing tasks not elsewhere classified.

**RELATED JOB TITLES**

Melting pot assistant (electric cable)

Mixing plant foreman (*asphalt mfr*)

Process worker (*electrical engineering*)

Stone finisher (*cast concrete products mfr*)

## MINOR GROUP 812

### PLANT AND MACHINE OPERATIVES

Workers in this minor group operate plant and machinery to produce paper, wood and related products, operate drilling and excavating equipment to extract coal and other minerals, attend and operate boilers, compressors, turbines, electrical substations and other power generation equipment, operate machinery to cut, shape and finish metal, operate and attend water purifying, sedimentation and sewerage systems, and perform other miscellaneous operative tasks.

Occupations in this minor group are classified into the following unit groups:

- 8121 PAPER AND WOOD MACHINE OPERATIVES**
- 8122 COAL MINE OPERATIVES**
- 8123 QUARRY WORKERS AND RELATED OPERATIVES**
- 8124 ENERGY PLANT OPERATIVES**
- 8125 METAL WORKING MACHINE OPERATIVES**
- 8126 WATER AND SEWERAGE PLANT OPERATIVES**
- 8127 PRINTING MACHINE ASSISTANTS**
- 8129 PLANT AND MACHINE OPERATIVES N.E.C.**

#### 8121 PAPER AND WOOD MACHINE OPERATIVES

Paper and wood machine operatives operate machines to treat and cut wood, to produce, treat and cut paper, paperboard, leatherboard, plasterboard and similar material, and to assemble and make wooden crates and containers.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs/vocational qualifications in Fibreboard Operations, Paper and Board Making and in Leather Production are available at Level 2. NVQs/SVQs/vocational qualifications in Wood Machining are available at Levels 2 and 3.

#### TASKS

- cuts and shapes wood using hand and power tools, assembles parts of wooden crates, barrels and other wooden containers using nails, bolts and staples, and fits metal strips and corner pieces to strengthen container as required;
- examines job requirements, ascertains necessary ingredients and loads machines to beat, mix and crush wood, cork and pulp for further processing;
- attends and operates ovens, kilns, milling, filtering, straining, calendaring, coating, drying, finishing, winding and other machines to produce and/or treat wood, paper, paperboard, leatherboard and plasterboard;
- sets and adjusts edge guides, stops and blades of cutting machine, threads material through rollers or loads into

machine hopper, starts and monitors operation of machine, removes completed work and clears machine of waste material.

#### RELATED JOB TITLES

Box maker (cardboard)  
Guillotine operator (*printing*)  
Machinist (*paper goods mfr*)  
Sawyer  
Wood machinist

#### 8122 COAL MINE OPERATIVES

Coal mine operatives detonate charges and use cutting equipment to extract coal from coal faces, build and dismantle roof and wall supports in underground coal workings, and transport coal and other material from the coal face.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is provided through specialised courses. NVQs/SVQs in Process Operations (Extraction Industries) are available. There is a minimum age limit of 18 years for underground work.

#### TASKS

- uses machine or portable drill to drill holes to required depth for blasting, bursting, release of gas or water infusion;
- inserts and compacts appropriate explosive, primer and detonator in drilling hole and detonates charge to break and loosen coal and rock from solid formations;

- operates heading, ripping and coal cutting-loading machines to remove material from working face and monitors conveyor carrying away loose material;
- cleans machinery, equipment and tools and maintains refuge holes, roads and airways;
- erects permanent and temporary wall and roof supports from dry stone material, timber and metal, withdraws supports and serviceable material/ equipment from worked out or abandoned faces;
- stows waste in area from which coal has been removed using feed hopper or stowing machine;
- conveys goods and materials to and from coal face and work areas, loads and unloads mine cars and transfers materials from underground and surface conveyors to bunkers, tubs and rail trucks.
- conveys goods and materials to and from the workplace, loads and unloads mine cars and transfers materials from underground and surface conveyors to bunkers, tubs and rail trucks;
- operates agitators/vibrators to separate minerals and ensures that screened, filtered, crushed and separated material is discharged to appropriate chutes or conveyors;
- performs other mining and quarrying tasks not elsewhere classified including digging clay from open pits, operating high-pressure hoses to wash china clay from open pit faces and otherwise assisting miners.

### RELATED JOB TITLES

Coal miner  
Colliery worker  
Driller (*coal mine*)

### 8123 QUARRY WORKERS AND RELATED OPERATIVES

Quarry workers erect supports in underground workings, set and detonate explosives to loosen rocks and set up and operate drilling equipment to extract minerals (other than coal) from the ground, and operate machinery to wash, crush or separate stone and ores.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs in Drilling Operations and Process Operations (Extractive Industries) are available at Level 2. There is a minimum age limit of 18 for underground work.

### TASKS

- inspects blasting area, drills shot holes, inserts explosives and detonates charges to loosen large pieces of rock/ore;
- assembles drilling and cutting tools, operates controls to start machines and to regulate the speed and pressure of cutting and drilling;
- erects timber or metal supports to shore up tunnel and assists tunnel miner with the excavation of vertical shafts and underground tunnels;

### RELATED JOB TITLES

Derrickman (*oil wells*)  
Diamond driller (*well sinking*)  
Plant operator (*quarry*)  
Quarry operative

### 8124 ENERGY PLANT OPERATIVES

Job holders in this unit group operate boilers to produce hot water or steam and attend and operate compressors, turbines, electrical substations, switchboards and auxiliary plant and machinery to fuel nuclear reactors, drive blowers and pumps, electricity generators and other equipment.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically by apprenticeship, incorporating technical training and practical experience. NVQs/ SVQs in Maintaining Electricity Generating Systems are available at Levels 2 and 3.

### TASKS

- determines job requirements from switchboard attendant or operating instructions;
- opens valves and operates controls to regulate the flow of fuel to boiler or generating equipment;
- operates remote control panel to load fuel and remove discharged fuel elements from nuclear reactors;
- adjusts controls to maintain correct running speed of turbine or generator and monitors temperature and pressure controls on boilers;
- records instrument readings periodically and shuts down turbine/generator or boiler as demand decreases;
- carries out minor maintenance tasks and prescribed tests and reports any faults.

**RELATED JOB TITLES**

Boilerman  
 Control room operator (electric)  
 Hydraulic engineman  
 Plant operator (*electricity supplier*)  
 Power station operator

**8125 METAL WORKING MACHINE OPERATIVES**

Metal working machine operatives operate machines to cut, shape, abrade and otherwise machine metal, use hand and power tools to remove surplus metal and rough surfaces from castings, forgings or other metal parts, and clean, smooth and polish metal workpieces.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/SVQs in Engineering Machining are available.

**TASKS**

- secures workpiece in drilling, boring, milling, planing, grinding, lapping, honing, electrochemical, or other shaping machines, or loads metal stock on to press;
- sets controls, starts machine and operates controls to feed tool to workpiece or vice versa and repositions workpiece during machining as required;
- withdraws workpiece and examines accuracy using measuring instruments;
- operates burning, chipping and grinding equipment to remove defects from metal parts, and files, chisels, burns and saws off surplus metal;
- smooths rough surfaces with hand tools, abrasive belts and wheels, compressed air, jets of vapour, or blasting with shot, grit, sand or other abrasive material;
- selects and secures polishing head to machine tool, prepares head with emery, grease or other substance, sets speed and angle of polishing head, and operates controls to feed polishing head to workpiece or vice versa.

**RELATED JOB TITLES**

Engineer, nos  
 Machinist (*metal trades*)  
 Metal polisher  
 Process worker (*metal trades*)

**8126 WATER AND SEWERAGE PLANT OPERATIVES**

Water and sewerage plant operatives operate valves to control water supplies in mains and pipelines, attend screening, filtering, water purifying and sedimentation plant, clear any blockages and patrol and maintain sewerage systems.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is provided off- and on-the-job. NVQs/ SVQs in Operating Process Plant are available at Level 2.

**TASKS**

- attends water filtration and purification plant, monitors chemical treatment and regulates treatment of water supply within strict guidelines;
- opens and closes valves to regulate quantity and pressure of water and reports defective valves or abnormal water pressure;
- stops water supply in an emergency and informs consumers likely to be affected;
- regulates flow of raw sewage into screening plant, releases screened sewage and regulates its flow into detritus pits, sedimentation tanks and filtration beds;
- cleans out screen compartments, sedimentation tanks and filtration beds manually or using mechanical scraper;
- patrols sections of sewer, examines for any blockages or gas releases and clears blockages by flushing or by using boring rods;
- digs trench and assists pipe layers to lay, renew or repair sewerage pipes.

**RELATED JOB TITLES**

Controller (water treatment)  
 Plant operator (*sewage works*)  
 Pump attendant  
 Water treatment engineer  
 Water treatment operator

**8127 PRINTING MACHINE ASSISTANTS**

Printing machine assistants set and operate letterpress, platen or cylinder, lithographic and photogravure printing machines, photocopiers, office printers, duplication machines and other reprographic equipment.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Off- and on-the-job training is provided. NVQs/SVQs in Screen Printing are available at Levels 1 and 2, and in Machine Printing at Levels 2 and 3.

### TASKS

- positions printing plates, loads inks into reservoirs and loads paper rolls or sheets into printing press;
- sets controls to control the speed, pressure and ink flow of printing machine;
- loads photocopiers, office printers, duplication machines and other reprographic equipment with stationery;
- starts reprographic or printing machine and monitors operation for paper misfeeds and error messages, removes blockages and replaces damaged paper, and monitors quality of output;
- carries out routine maintenance and cleaning of printing machine;
- sets and operates machines for cutting paper to specified dimensions or for folding or binding to produce finished paper items;
- sets and operates presses for stamping patterns and labels on textiles, clothing, pottery, footwear and other leather goods.

### RELATED JOB TITLES

Finishing operative (*printing*)  
Lithographer (*printing*)  
Machinist (*printing*)  
Print operator  
Printer's assistant

## 8129 PLANT AND MACHINE OPERATIVES N.E.C.

Job holders in this unit group operate a variety of plant and machinery not elsewhere classified in MINOR GROUP 812: Plant and Machine Operatives.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs are available in some areas.

### TASKS

- operates acetylene torches and other cutting equipment to dismantle boilers, cars, ships, railway track, engines, machinery and other scrap metal;
- bends, coils, crimps and spins metal wires in the manufacture of cables, springs, ropes and other wire goods;
- operates machines in the manufacture of nuts, bolts, nails, screws, pins, rivets, etc.;
- fills grease gun with grease of appropriate grade, and applies grease or oil to grease points or lubrication holes in machinery or equipment and over bearings, axles and other similar parts;
- ensures that rollers in rope haulage system are well greased and running freely;
- inspects machines and equipment, and reports any faults.

### RELATED JOB TITLES

Bench hand (*metal trades*)  
Cable maker (*spring mfr*)  
Laser operator  
Manufacturer (*metal goods mfr*)  
Saw doctor



## MINOR GROUP 813 ASSEMBLERS AND ROUTINE OPERATIVES

Assemblers and routine operatives perform routine tasks in the wiring of electrical and electronic equipment, assembly of prepared parts in the manufacture of vehicles, metal and other goods, inspect, test, sort, weigh and grade products, parts and materials, fit and repair tyres, exhausts and windscreens on motor vehicles, sew and embroider garments, and perform a variety of other routine assembly operations not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 8131 ASSEMBLERS (ELECTRICAL AND ELECTRONIC PRODUCTS)**
- 8132 ASSEMBLERS (VEHICLES AND METAL GOODS)**
- 8133 ROUTINE INSPECTORS AND TESTERS**
- 8134 WEIGHERS, GRADERS AND SORTERS**
- 8135 TYRE, EXHAUST AND WINDSCREEN FITTERS**
- 8137 SEWING MACHINISTS**
- 8139 ASSEMBLERS AND ROUTINE OPERATIVES N.E.C.**

### 8131 ASSEMBLERS (ELECTRICAL AND ELECTRONIC PRODUCTS)

Jobholders in this unit group wire up prepared parts and/or sub-assemblies in the manufacture of electrical and electronic equipment, make coils and wiring harnesses and assemble previously prepared parts in the batch or mass production of electrical and electronic goods and components.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job, supplemented by short courses. NVQs/SVQs in Electronic Product Assembly are available at Level 1.

#### TASKS

- examines drawings, specifications and wiring diagrams to identify appropriate materials and sequence of operations;
- selects, cuts and connects wire to appropriate terminals by crimping or soldering;
- positions and secures switches, transformers, tags, valve holders or other parts and connects capacitors, resistors, transistors or sub-assemblies to appropriate terminals by soldering;
- lays out and secures wire to make harnesses and operates machine to wind heavy and light coils of wire or copper for transformers, armatures, rotors, stators and light electrical equipment;

- assembles previously prepared electrical or electronic components by winding, bolting, screwing or otherwise fastening using an assembly machine or hand tools.

#### RELATED JOB TITLES

Assembler (*electrical, electronic equipment mfr*)  
Line operator (electrical)  
Solderer  
Team leader (*electrical, electronic equipment mfr: assembly*)  
Technical operator (*circuit board mfr*)

### 8132 ASSEMBLERS (VEHICLES AND METAL GOODS)

Jobholders in this unit group undertake the routine assembly of vehicles and other metal goods or components such as frames, axles, wire brushes and wheels.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. In some cases candidates must take aptitude and dexterity tests. Normal colour vision is required for some jobs. Training varies according to the complexity of the work.

#### TASKS

- follows instructions and drawings and positions components on work bench or in assembly machine;
- assembles prepared components in sequence by soldering, bolting, fastening, spot-welding, screwing and hammering using power and hand tools or assembly machine;

- rejects faulty assembly components;
- inspects finished article for faults, monitors assembly machine operation and reports any faults.

### RELATED JOB TITLES

Assembler (*metal trades*)

Lineworker (vehicle mfr)

Manufacturing operator (*metal trades*)

Process worker (*metal trades: assembly*)

Team leader (*motor vehicle mfr: assembly*)

### 8133 ROUTINE INSPECTORS AND TESTERS

Jobholders in this unit group inspect and/or test metal stock, parts and products, electrical plant, machinery and electronic components, systems and sub-assemblies, textiles, wood, paper, food, plastics and rubber goods, parts and materials to detect processing, manufacturing and other defects.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers require candidates to possess GCSEs/S grades. Training is typically received on-the-job, supplemented by training courses where instruction in specific techniques is required. Various NVQs/SVQs encompass aspects of quality control.

#### TASKS

- examines articles for surface flaws such as cracks, dents, defective sealing or broken wires by visual inspection or using aids such as microscopes or magnifying glasses;
- checks sequence of assembly operations and checks assemblies and sub-assemblies against parts lists to detect missing items;
- sets up test equipment, connects items/system to power source/pressure outlet, etc. and operates controls to check performance and operation of electrical plant and machinery and electronics systems;
- examines yarn packages, textile fabrics and garments, wood or wood products, paper and paperboard, plastics and rubber materials, food products, food storage containers, etc., checks specifications, marks any repairable defects and rejects faulty items;
- reports any recurrent or major defects and recommends improvements to production methods.

### RELATED JOB TITLES

Quality assurance inspector

Quality auditor

Quality controller

Quality inspector

Test engineer

### 8134 WEIGHERS, GRADERS AND SORTERS

Jobholders in this unit group weigh, grade and sort materials, goods and products.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job, supplemented by short courses relating to the specific material or product being considered.

#### TASKS

- examines hide, skins, leather, fabric, wool, rags, scrap metal, tobacco pipe bowls, fish, fibres, ceramics, produce and other goods;
- assesses product quality visually and by touch, and grades according to weight, thickness, colour and other quality criteria;
- ascertains material(s) required from order card, recipe, or specification and weighs and measures prescribed quantities accordingly;
- uses balances, springs, weighing platforms, automatic scales and weighbridges to check the weight of goods, products and loaded vehicles;
- records and calculates gross and net weight, checks delivery notes and prepares documents and labels for identification purposes;
- operates machines to measure lengths of rolls of material and irregularly shaped materials such as leather or sheepskin.

### RELATED JOB TITLES

Grader (*food products mfr*)

Metal sorter

Selector (*ceramics mfr*)

Weighbridge clerk

Weighbridge operator

**8135 TYRE, EXHAUST AND WINDSCREEN FITTERS**

Tyre, exhaust and windscreen fitters fit, repair and adjust tyres, exhausts and windscreens on cars, buses, motorcycles and other motor vehicles.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is typically provided on-the-job, or through training programmes within larger companies. NVQs/SVQs in Vehicle Maintenance (Service Replacement) are available at Levels 1 and 2.

**TASKS**

- carries out inspection and assesses the nature and extent of repair necessary;
- removes wheel, exhaust or windscreen using semi-automatic machinery or hand and power tools;
- separates tyre from wheel and fits replacement tyre using automatic machine or by using a wheel stand and hand tools;
- inflates tyre to correct pressure, refits wheel to axle and balances wheel using balancing machine;
- replaces faulty parts of exhaust and refits exhaust or windscreen to vehicle.

**RELATED JOB TITLES**

Tyre and exhaust fitter  
Tyre fitter  
Tyre technician  
Windscreen fitter

**8137 SEWING MACHINISTS**

Jobholders in this unit group sew and finish garments by hand or machine, rectify faults in manufactured textile goods and repair worn and damaged garments.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is received off- and on-the-job. NVQs/ SVQs are available at Levels 1 and 2.

**TASKS**

- operates standard and specialised machines to sew, finish and repair garments and other textile, fabric, fur and skin products;

- examines fabrics of all types to identify imperfections and determine best method of repair;
- performs hand sewing tasks in the making, trimming and finishing of fur, sheepskin, leather, upholstery, mats, carpets, umbrellas and other textile products;
- embroiders decorative designs on textiles with machine stitching;
- cleans and oils machine and reports or remedies any mechanical faults.

**RELATED JOB TITLES**

Overlocker  
Seamstress  
Sewing machinist  
Stitcher  
Upholstery machinist

**8139 ASSEMBLERS AND ROUTINE OPERATIVES N.E.C.**

Jobholders in this unit group perform assembly and routine operative tasks not elsewhere classified in MINOR GROUP 813: Assemblers and Routine Operatives.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, though some employers may require GCSEs/S grades. Some employers may set dexterity and aptitude tests for entrants. Normal colour vision may be required for some posts. NVQs/SVQs at Levels 1, 2 and 3 are available in a variety of areas.

**TASKS**

- follows instructions and drawings and positions components on work bench or in assembly machine;
- assembles prepared components in sequence by soldering, bolting, fastening, spot-welding, screwing, nailing, stapling, dipping and fastening using power and hand tools or assembly machine;
- rejects faulty assembly components, inspects finished article for faults, monitors assembly machine operation and reports any faults;
- applies enamel to jewellery and coats, lacquers, dips and touches up articles (other than ceramic);
- sets up and operates machines to apply colour to wallpaper and to coat articles (other than ceramic) with paint, cellulose or other protective/ decorative material;

- performs miscellaneous painting and coating tasks not elsewhere classified including, staining articles, applying transfers, operating french polishing machines, removing surplus enamel from components and marking design outlines on articles.

**RELATED JOB TITLES**

Assembler  
Gluer (*furniture mfr*)  
Paint line operator  
Production assistant  
Riveter (*soft toy mfr*)

## MINOR GROUP 814 CONSTRUCTION OPERATIVES

Construction operatives erect and dismantle scaffolding and working platforms, maintain tall structures, construct and maintain public highways and railway tracks, lay and repair underground piping systems, and perform a variety of tasks in relation to the construction, maintenance, repair and demolition of buildings.

Occupations in this minor group are classified into the following unit groups:

- 8141 SCAFFOLDERS, STAGERS AND RIGGERS**
- 8142 ROAD CONSTRUCTION OPERATIVES**
- 8143 RAIL CONSTRUCTION AND MAINTENANCE OPERATIVES**
- 8149 CONSTRUCTION OPERATIVES N.E.C.**

### 8141 SCAFFOLDERS, STAGERS AND RIGGERS

Job holders in this unit group erect and dismantle scaffolding and working platforms, set up lifting equipment and ships' rigging, maintain and repair steeples, industrial chimneys and other tall structures and install, maintain and repair ropes, wires and cables.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is initially received on-the-job. Skilled workers must obtain Construction Skills recognised scaffolders record scheme cards through the completion of approved courses and further work experience. NVQs/SVQs in Scaffolding are available at Levels 2 and 3.

#### TASKS

- examines drawings and specifications to determine job requirements;
- examines scaffold tubing and couplings for defects and selects, fits and bolts scaffold tubes until scaffolding reaches required height;
- lays and secures wooden planking to form working platforms and fixes guard rails, ladders, cradles and awnings as required;
- erects jib, derrick and similar hoisting equipment and installs ropes, pulleys and other lifting tackle;
- forms rope slings, ladders, netting and other rigging and measures, cuts and repairs wire or fibre rope.

#### RELATED JOB TITLES

Bell hanger (church bells)  
Stage rigger (*shipbuilding*)  
Tackleman (*steelworks*)

### 8142 ROAD CONSTRUCTION OPERATIVES

Road construction operatives construct, repair and maintain roads and lay paving slabs and kerbstones to form pavements and street gutters.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Training is typically provided on-the-job. All sites are required to have a 'trained operative' registered with the Street Workers Qualification Register. Trained operatives are required to attend accredited assessment centres. NVQs/SVQs in Highway Maintenance and Road Building are available at Levels 1 and 2.

#### TASKS

- inspects road surfaces for hazards or signs of deterioration, clears mud, weeds and debris from road and spreads grit or salt as required;
- cuts away broken road surface with pick or pneumatic drill;
- heats bitumen in bucket, applies it to newly laid asphalt and beats or draws tamper head on asphalt to close joints;
- spreads bitumen, tar or asphalt and compacts surface using roller;
- spreads aggregate over road surfaces using shovel and lays markings on road surface;
- removes damaged paving slabs and kerb stones, lays bedding of sand, concrete or mortar on prepared foundation, lays new slabs or stones and fills joints with mortar.

#### RELATED JOB TITLES

Asphalter  
Concrete finisher (*building construction*)  
Highways maintenance hand  
Paver  
Road worker

## 8143 RAIL CONSTRUCTION AND MAINTENANCE OPERATIVES

Rail construction and maintenance operatives lay, re-lay, repair and examine railway track and maintain surrounding areas.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Off- and on-the-job training is provided. NVQs/SVQs in Rail Transport Engineering are available at Levels 2 and 3.

### TASKS

- patrols length of track and visually inspects rails, bolts, fishplates and chairs for distortion or fracture;
- checks tightness of bolts and wedges, replaces damaged rail chairs and repacks ballast under sleepers if necessary;
- lubricates points, examines fences, drains, culverts and embankments and carries out any necessary maintenance;
- spreads ballast and lays sleepers or metal plates at specified intervals;
- positions lengths of rail, sets of points and crossovers and secures rail with bolts, wooden wedges or clips;
- fastens together sections of rail by bolting fishplates to rails.

### RELATED JOB TITLES

Line Inspector (*railways*)

Maintenance man (*railway maintenance and repair*)

Relayer (*railways*)

Trackman (*railways*)

Ultrasonic engineer (*railway maintenance and repair*)

## 8149 CONSTRUCTION OPERATIVES N.E.C.

Workers in this unit group operate insulating equipment, fix plasterboard or dry linings to ceilings and walls, help construct, maintain, repair and demolish buildings and clean and resurface

eroded stonework, lay, join and examine pipe sections for drainage, gas, water or similar piping systems and carry out a variety of other construction operative tasks not elsewhere classified in MINOR GROUP 814: Construction Operatives.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/SVQs in General Construction Operations are available at Levels 1, 2 and 3.

### TASKS

- fills machine with insulating mixture, positions hose, drills access hole and fills cavities or coats surfaces to prevent loss or absorption of heat and provide fire protection;
- selects appropriate plasterboard or dry lining panels, cuts them to required size and fixes them to ceilings and walls;
- cuts, shapes and fits wood, lays bricks and tiles, cleans exterior surfaces of buildings and resurfaces eroded stone or brickwork, and performs other tasks in the construction, alteration, repair and demolition of buildings;
- selects appropriate asbestos, clay, concrete, plastic or metal pipe sections and lowers them into prepared trenches using hoisting equipment;
- joints pipe by sealing with rubber, cement, lead, etc., connects piping to manholes and attaches pipe junctions as required;
- tests joints with electronic test equipment or by filling piping with water, smoke or compressed air.

### RELATED JOB TITLES

Asbestos remover

Cable layer

Demolition worker

Dry liner

General handyman

Maintenance man

Thermal insulation engineer

## SUB-MAJOR GROUP 82

# TRANSPORT AND MOBILE MACHINE DRIVERS AND OPERATIVES

Transport and mobile machine drivers and operatives drive motor vehicles to transport goods and people; drive trains and guide and monitor the movement of rail traffic; operate mechanical equipment on board boats, ships and other marine vessels; assist in the boarding, fuelling and movement of aircraft at airports; operate lifting, earth moving and earth surfacing equipment, agricultural equipment and other mobile machinery.

### MINOR GROUP 821

#### ROAD TRANSPORT DRIVERS

Road transport drivers collect, transport and deliver goods in Large Goods Vehicles, other lorries and vans, drive road passenger carrying vehicles, and instruct people learning to drive cars and light commercial vehicles.

Occupations in this minor group are classified into the following unit groups:

- 8211 LARGE GOODS VEHICLE DRIVERS**
- 8212 VAN DRIVERS**
- 8213 BUS AND COACH DRIVERS**
- 8214 TAXI AND CAB DRIVERS AND CHAUFFEURS**
- 8215 DRIVING INSTRUCTORS**

#### **8211 LARGE GOODS VEHICLE DRIVERS**

Large Goods Vehicle (LGV) drivers (formerly HGV drivers), collect, transport and deliver goods in rigid vehicles over 7.5 tonnes, articulated lorries and lorries pulling trailers.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No formal academic entry qualifications are required. The LGV test incorporates a medical examination, theory test and assessed road driving. LGV drivers of vehicles of 3.5 tonnes and over require a Driver CPC (Certificate of Professional Competence). The minimum age for LGV driving after obtaining the qualification is 18 years. NVQs/SVQs, other vocational courses and apprenticeships relevant to this occupation are available at various levels.

#### **TASKS**

- checks tyres, brakes, lights, oil, water and fuel levels and general condition of the vehicle;
- drives vehicle from depot to loading/unloading point;
- agrees delivery schedule and route with transport management;
- assists with loading/unloading and ensures that load is evenly distributed and safely secured;
- drives vehicle to destination in accordance with schedule;

- maintains records of journey times, mileage and hours worked;
- undertakes minor repairs and notifies supervisor of any mechanical faults.

#### **RELATED JOB TITLES**

Haulage contractor  
HGV driver  
Lorry driver  
Owner (heavy goods vehicle)  
Tanker driver

#### **8212 VAN DRIVERS**

Van drivers collect, transport and deliver goods in vehicles up to 7.5 tonnes in weight.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Entrants must possess a clean car driving licence. In order to drive vehicles between 3.5 and 7.5 tonnes, entrants must pass an additional test for a category C1 licence. Minimum age restrictions apply according to the weight of vehicle and whether the driver holds a Driver CPC (Certificate of Professional Competence). NVQs/SVQs in relevant areas and at various levels are available.

**TASKS**

- checks tyres, brakes, lights, oil, water and fuel levels and general condition of the vehicle;
- drives vehicle from depot to loading/unloading point;
- assists with loading/unloading and obtains receipts from customers for goods collected/delivered;
- drives vehicle to destination in accordance with schedule;
- maintains records of journey times, mileage and hours worked;
- undertakes minor repairs and notifies supervisor of any mechanical faults.

**RELATED JOB TITLES**

Courier driver  
 Delivery driver  
 Driver  
 Parcel delivery driver  
 Van driver

**8213 BUS AND COACH DRIVERS**

Bus and coach drivers drive road passenger-carrying vehicles such as buses, coaches and mini-buses.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements, though candidates must be in possession of a full car driving licence. All bus and coach drivers must pass the Passenger Carrying Vehicle (PCV) test. This incorporates a theoretical examination and assessed driving. Entrants to the PCV test must be at least 18 years old. NVQs/SVQs in Transporting Passengers by Road are available at Levels 2 and 3.

**TASKS**

- checks tyres, brakes, lights, oil, water and fuel levels and general condition of the vehicle before start of journey;
- drives single- and double-decked vehicle over pre-determined route, complying with traffic regulations and keeping to time schedule;
- stops and opens and closes doors at pre-arranged places to allow passengers to board and alight, observing regulations concerning the number of passengers carried;
- may collect fares from passengers and issue tickets or ensure that they use a ticket machine;

- may plan routes in conjunction with private hirer and assist with loading and unloading of luggage;
- balances cash taken with tickets sold and may be responsible for cleanliness of vehicle;
- maintains records of journey times, mileage and hours worked.

**RELATED JOB TITLES**

Bus driver  
 Coach driver  
 Coach operator  
 Minibus driver  
 PSV driver

**8214 TAXI AND CAB DRIVERS AND CHAUFFEURS**

Taxi and cab drivers and chauffeurs drive motor cars for private individuals, government departments and industrial and commercial organisations, drive taxis for public hire, drive new cars to delivery points and drive motorcycles and other motor vehicles.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No academic qualifications are required but most entrants require a clean, current driving licence and a medical examination. Local authorities typically set their own tests of local knowledge and additional driving tests before awarding licences.

**TASKS**

- checks tyres, brakes, lights, oil, water and fuel levels and general condition of vehicle before start of journey;
- drives passenger-carrying motor cars, taxis and other motor cars and motorcycles, complying with road and traffic regulations;
- collects passengers when hailed or in response to telephone/radio message and helps them to secure their luggage;
- conveys passenger to destination and helps unload luggage;
- cleans, services and maintains vehicle or motorcycle.

**RELATED JOB TITLES**

Chauffeur  
 Mini cab driver  
 Taxi driver  
 Taxi owner



## **8215 DRIVING INSTRUCTORS**

Driving instructors co-ordinate and undertake the instruction of people learning to drive cars, motorcycles, buses and haulage vehicles.

### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic requirements. Candidates must have held a current driving licence for four out of the last six years, have no motoring or criminal convictions and be over 21 years old. To gain registration as an Approved Driving Instructor, entrants must pass a three-part examination. Instructors for Large Goods Vehicles (LGVs) and Passenger Carrying Vehicles (PCVs) are trained internally or at specialist training establishments. NVQs/SVQs in Driving Instruction at Level 3 are available for instructors in all licence categories.

### **TASKS**

- checks instruction and learning standards and discusses teaching plans with other instructors;
- plans lessons in accordance with the needs and abilities of individual pupils;
- explains driving techniques and assists pupil with difficulties;
- familiarises pupil with the Highway Code and different road and traffic conditions;
- advises pupil when to apply for theoretical and practical driving tests and familiarises them with test procedures and standards.

### **RELATED JOB TITLES**

Driving instructor  
HGV instructor  
Instructor (*driving school*)  
Motorcycle instructor

## MINOR GROUP 822

### MOBILE MACHINE DRIVERS AND OPERATIVES

Workers in this minor group drive and operate earth moving and surfacing equipment, cranes, power driven hoisting machinery, fork-lift trucks, tractor driven and other agricultural machinery, and operate other mobile machines not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 8221 CRANE DRIVERS**
- 8222 FORK-LIFT TRUCK DRIVERS**
- 8223 AGRICULTURAL MACHINERY DRIVERS**
- 8229 MOBILE MACHINE DRIVERS AND OPERATIVES N.E.C.**

#### 8221 CRANE DRIVERS

Crane drivers supervise and undertake the operation of cranes, jib cranes, power driven hoisting machinery and power driven stationary engines to raise and lower mine and other cages, and to lift and move equipment, materials, machinery and containers.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job, supplemented by short courses. Operators are required to hold a Certificate of Training Achievement (CTA) card administered by Construction Skills, demonstrating basic skills and safety awareness.

#### TASKS

- gives signals for movement of cage carrying workers/equipment;
- starts crane or engine motor and checks that cables run freely and that brakes and drum(s) are working;
- manipulates levers, switches and pedals to rotate jibs into position and turns winding drum to raise or lower hook, bucket or other holding equipment;
- lifts load or cage, or hauls object into required position and lowers or positions for ground workers to detach, unload or load;
- watches control panel for warning lights and indications of wind speed and direction and carrying capacity of crane;
- oils and greases machine and checks ropes.

#### RELATED JOB TITLES

Crane driver  
Crane operator

Haulage engine driver  
Winchman

#### 8222 FORK-LIFT TRUCK DRIVERS

Fork-lift truck drivers operate fork-lift trucks in factories, warehouses, storerooms and other areas to transfer goods and materials.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is through accredited training schemes provided in-house or by manufacturers. NVQs/SVQs in Lift Truck Operations are available at Level 2.

#### TASKS

- operates controls to pick up load on forks;
- drives truck to unloading point and lowers forks to correct position on stack or ground;
- ensures that truck is connected to charger or is correctly refuelled for use;
- keeps records of work undertaken;
- cleans, oils and greases machine.

#### RELATED JOB TITLES

Fork lift driver  
Fork lift truck driver  
Fork truck operator  
Stacker-driver

#### 8223 AGRICULTURAL MACHINERY DRIVERS

Job holders in this unit group operate and drive tractors, combine harvesters or other farm vehicles to clear and cultivate land and to sow and harvest plants and crops.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Candidates will require the relevant driving licence to operate vehicles on public roads. A variety of NVQs/SVQs in Agriculture is available that incorporates the operation of agricultural machinery. Apprenticeships may be available in some areas.

### TASKS

- attaches plough, cultivator, distributor, mower, baler or other implement to tractor;
- adjusts depth, speed and height of attached implement according to requirements;
- drives and operates machinery to plough, fertilise, plant, cultivate or harvest crops;
- services and maintains equipment and carries out any minor repairs.

### RELATED JOB TITLES

Agricultural machinist  
 Attendant (agricultural machinery)  
 Operator (agricultural machinery)  
 Tractor driver (*agriculture*)

## 8229 MOBILE MACHINE DRIVERS AND OPERATIVES N.E.C.

Job holders in this unit group supervise and undertake the operation of machines to transport, excavate, grade, level, and compact sand, earth, gravel and similar materials, drive piles into the ground and lay surfaces of asphalt, concrete and chippings,

and operate other mobile machines not elsewhere classified in MINOR GROUP 822: Mobile Machine Drivers and Operatives.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. On-the-job training is provided. The appropriate current driving licence will be required for driving on public highways.

### TASKS

- fixes any necessary extensions onto machine and loads machine with asphalt, concrete, bitumen, tar, stone chippings or any other required materials;
- manipulates levers, pedals and switches to manoeuvre vehicle, regulate angle and height of blades, buckets and hammers and starts conveyor, suction or water spraying system;
- watches operation and removes any likely obstacle or obstructions;
- directs refilling of machine hopper and repeats operations as necessary;
- cleans, oils and greases machine and carries out minor repairs.

### RELATED JOB TITLES

Digger driver  
 Dredger  
 Excavator driver  
 JCB driver  
 Plant operator  
 Rig operator

## MINOR GROUP 823 OTHER DRIVERS AND TRANSPORT OPERATIVES

Other drivers and transport operatives drive trains and trams, assist train drivers in the operation of passenger and goods trains, guide the movement of rail coaches in coal mines, sidings and marshalling yards, control the movement of rail traffic, monitor and inspect the operations of railways, perform deck duties and operate engines, boilers and mechanical equipment on board ships, assist in the boarding, fuelling, and movement of aircraft at airports, and perform other transport related tasks not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 8231 TRAIN AND TRAM DRIVERS**
- 8232 MARINE AND WATERWAYS TRANSPORT OPERATIVES**
- 8233 AIR TRANSPORT OPERATIVES**
- 8234 RAIL TRANSPORT OPERATIVES**
- 8239 OTHER DRIVERS AND TRANSPORT OPERATIVES N.E.C.**

### 8231 TRAIN AND TRAM DRIVERS

Job holders in this unit group drive diesel, diesel-electric, electric and steam locomotives that transport passengers and goods on surface and underground railways, and transport passengers in trams.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements. Entrants must pass a series of tests and a medical examination. Age restrictions apply in some areas of work. Good hearing, good eyesight and normal colour vision are required. Off- and on-the-job training is provided. NVQs/SVQs are available at Level 2.

#### TASKS

- checks controls, gauges, brakes and lights before start of journey and studies route, timetable and track information;
- checks safety equipment, regulates the heating of passenger compartments and records engine defects or unusual incidents on the journey;
- starts train or tram when directed and operates controls to regulate speed;
- watches for track hazards, observes signals and temperature, pressure and other gauges;
- stops as directed to allow passengers to embark/ disembark;
- makes scheduled stops for the loading and unloading of freight and coupling/uncoupling of carriages and tubs;
- maintains radio contact with control centre;
- may make passenger announcements and controls automatic doors;

- may check travel passes, collect fares and deal with passenger queries.

#### RELATED JOB TITLES

Train driver  
Train operator  
Tram driver

### 8232 MARINE AND WATERWAYS TRANSPORT OPERATIVES

Marine and waterways transport operatives supervise and carry out a variety of deck duties and operate and maintain engines, boilers and mechanical equipment on board ships, boats and other marine vessels.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers may expect entrants to possess GCSEs/S grades. Candidates are expected to pass a medical examination and have good eyesight. Training takes place at nautical college and lasts between 11-13 weeks.

#### TASKS

- ensures that necessary fuel supplies are on board and inspects engine, boilers and other mechanisms for correct functioning;
- removes and repairs or replaces damaged or worn parts of plant and machinery and ensures that engine and plant machinery are well lubricated;
- stows cargo, assists passengers to embark and disembark, watches for hazards and moors or casts off mooring ropes as required;

- steers ship, under the supervision of a duty officer, checks navigational aids and keeps bridge, wheel and chartroom clean and tidy;
- performs other deck duties, including servicing and maintaining deck gear and rigging, splicing wire and fibre ropes, greasing winches and derricks, opening up and battening down hatches, securing gangways and ladders and lowering and raising lifeboats.

### RELATED JOB TITLES

Engine room attendant (*shipping*)  
 Engineer, nos (boat, barge)  
 Ferryman  
 Merchant seaman  
 Seaman (*shipping*)

### 8233 AIR TRANSPORT OPERATIVES

Air transport operatives refuel, load and unload aircraft, direct the movement of aircraft at airports, and position gangways or staircases to allow passengers to board and disembark aircraft.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though employers may require entrants to possess GCSEs/S grades for some posts. Training is provided off- and on-the-job. NVQs/SVQs in Providing Airside Ramp Operations are available at Level 2.

### TASKS

- refuels aircraft from mobile tankers;
- directs the ground movement of aircraft at airports;
- loads and unloads conveyor belts to transport luggage between terminal buildings and aircraft, monitors conveyor belts and clears any blockages;
- loads aircraft with luggage, in-flight meals, refreshments and other items;
- operates retractable gangway or positions mobile staircases to enable passengers and crew to board and disembark aircraft.

### RELATED JOB TITLES

Aircraft dispatcher  
 Baggage handler  
 Cargo handler (*airport*)  
 Ramp agent  
 Refueller (*airport*)

### 8234 RAIL TRANSPORT OPERATIVES

Rail transport operatives assist drivers in the operation of passenger and goods trains, drive locomotive engines in coal mines, guide wagons and coaches in marshalling yards and sidings to make up trains, operate signals and points to control the movement of rail traffic, and monitor the operation of surface and underground railways.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Candidates may be required to have good hearing, eyesight, and normal colour vision and pass a medical examination for entry to some posts. Training is initially undertaken in training centres, followed by practical experience on-the-job. NVQs/SVQs in Rail Transport Operations are available at Level 2.

### TASKS

- provides crews for breakdown trains, allocates relief and replacement crews as necessary, keeps crews informed of any line repairs or restrictions, and checks train running times for punctuality;
- examines schedules and decides priority of movement of trains, monitors movement of trains and issues instructions to drivers, signal operatives and level crossing keepers;
- operates signals and opens and closes barriers at level crossings as required;
- examines shunting instructions, uncouples wagons and coaches, guides movement of carriages using manual points and wagon breaks, links-up carriages, ensures security of couplings and reconnects brake and heating systems;
- assists drivers in the operation of diesel, diesel-electric, electric and steam locomotives;
- checks loading of tubs and carriages, and informs driver of load distribution and any special features of route.

### RELATED JOB TITLES

Railway worker  
 Shunter  
 Signaller (*railways*)  
 Transport supervisor (*railways*)

### 8239 OTHER DRIVERS AND TRANSPORT OPERATIVES N.E.C.

Jobholders in this unit group monitor the activities of bus drivers, conductors and other road transport depot drivers, undertake various tasks related to water transportation, and perform other

transportation tasks not elsewhere classified in MINOR GROUP 823: Other Drivers and Transport Operatives.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is provided both off- and on-the-job. NVQs/SVQs in Organising Road Transport Operations and Marine Operations are available at Level 2.

### TASKS

- checks that vehicles run as scheduled, monitors number of passengers travelling particular routes and makes recommendations for improvement of services;
- organises relief and replacement crews as necessary, ensures compliance with regulations regarding the carrying of passengers and luggage, and submits reports of any irregularities;

- checks that goods have been correctly loaded into vehicle, monitors and records information from tachograph, and arranges for servicing, refuelling, cleaning and repair of depot vehicles;
- operates and maintains lighthouses and navigational lights in harbours, and assists in mooring craft;
- operates and maintains locks, opens and closes moving bridges across inland waterways and docks, and measures depth of water in canals, rivers, etc. to determine possible dumping or dredging sites;
- guides horses or ponies and drives horse drawn vehicles to transport goods and passengers.

### RELATED JOB TITLES

Bus inspector  
 Operations assistant (freight handling)  
 Test driver (*motor vehicle mfr*)  
 Transport supervisor  
 Yard foreman (*road transport*)

# **MAJOR GROUP 9**

## **ELEMENTARY OCCUPATIONS**

This major group covers occupations which require the knowledge and experience necessary to perform mostly routine tasks, often involving the use of simple hand-held tools and, in some cases, requiring a degree of physical effort.

Most occupations in this major group do not require formal educational qualifications but will usually have an associated short period of formal experience-related training.

Occupations in this major group are classified into the following sub-major and minor groups:

### **91 ELEMENTARY TRADES AND RELATED OCCUPATIONS**

- 911 ELEMENTARY AGRICULTURAL OCCUPATIONS**
- 912 ELEMENTARY CONSTRUCTION OCCUPATIONS**
- 913 ELEMENTARY PROCESS PLANT OCCUPATIONS**

### **92 ELEMENTARY ADMINISTRATION AND SERVICE OCCUPATIONS**

- 921 ELEMENTARY ADMINISTRATION OCCUPATIONS**
- 923 ELEMENTARY CLEANING OCCUPATIONS**
- 924 ELEMENTARY SECURITY OCCUPATIONS**
- 925 ELEMENTARY SALES OCCUPATIONS**
- 926 ELEMENTARY STORAGE OCCUPATIONS**
- 927 OTHER ELEMENTARY SERVICES OCCUPATIONS**

# SUB-MAJOR GROUP 91

## ELEMENTARY TRADES AND RELATED OCCUPATIONS

Occupations in this sub-major group perform agricultural, fishing and forestry related tasks, undertake general labouring duties, assist building and construction trades workers, and perform a variety of duties in foundry, engineering and other process plant related trades.

### MINOR GROUP 911

#### ELEMENTARY AGRICULTURAL OCCUPATIONS

Job holders in this minor group cultivate and harvest crops, breed and rear animals, catch and breed fish and other aquatic life and perform forestry and related tasks.

Occupations in this minor group are classified into the following unit groups:

**9111 FARM WORKERS**

**9112 FORESTRY WORKERS**

**9119 FISHING AND OTHER ELEMENTARY AGRICULTURE OCCUPATIONS N.E.C.**

#### **9111 FARM WORKERS**

Farm workers perform a variety of tasks, by hand and machine, to produce and harvest crops and to breed and rear cattle, sheep, pigs and poultry.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic entry requirements. Training is typically received on-the-job, supplemented by vocational training at an agricultural college. A variety of NVQs/SVQs in Agriculture are available at Levels 1 and 2, together with BTEC diplomas and apprenticeships in some areas.

#### **TASKS**

- operates farm machinery to prepare soil, fertilise and treat crops;
- cultivates growing crops by hoeing, spraying and thinning as necessary;
- weighs and measures foodstuffs, feeds animals and checks them for any signs of disease;
- cleans barns, sheds, pens, yards, incubators and breeding units and sterilises milking and other equipment as necessary;
- treats minor ailments and assists veterinary surgeon as required;
- moves and handles livestock and tends them during birth and rearing of young;
- carries out maintenance on farm buildings, hedges, ditches and erects and repairs fences.

#### **RELATED JOB TITLES**

Agricultural worker  
Farm labourer  
Farm worker  
Herdsman  
Shepherd

#### **9112 FORESTRY WORKERS**

Forestry workers perform a variety of tasks related to the planting, cultivation and protection of trees.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no minimum academic entry requirements. Training is typically received on-the-job, supplemented by short courses covering specialised skills. NVQs/SVQs in Forestry are available at Levels 1 and 2, together with BTEC diplomas and apprenticeships in some areas.

#### **TASKS**

- prepares ground for planting by clearing vegetation and other debris;
- drains and ploughs land and erects and maintains fences as necessary;
- collects seeds, plants and prunes trees and selects and marks trees for felling;
- fells trees using axe or power saw and saws wood into required lengths;



- cuts coppice, removes tops of standing trees and lops branches as necessary;
- assists in the control of harmful diseases, pests or forms of wildlife;
- builds and maintains forest roads;
- maintains watch for fires and operates fire fighting equipment.

### RELATED JOB TITLES

Forestry contractor  
Forestry worker  
Lumberjack

## 9119 FISHING AND OTHER ELEMENTARY AGRICULTURE OCCUPATIONS N.E.C.

Job holders in this unit group perform a variety of tasks in relation to the breeding and rearing of animals and fish, catch fish at sea and from inland waterways, assist in the picking and lifting of crops, plant and maintain hedges, oversee the incubation and hatching of eggs and perform other fishing and elementary agricultural tasks not elsewhere classified in MINOR GROUP 911: Elementary Agricultural Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic entry requirements. Training is typically received on-the-job, supplemented by vocational training at an agricultural college. A variety of NVQs/SVQs in Agriculture, Fish Husbandry and Fishing Vessel Operations is available at Levels 1 and 2. Fishermen/women are required to

undertake safety courses before and during the early stages of employment.

### TASKS

- assists with the shooting, hauling and repairing of nets, prepares, lays and empties baited pots at intervals, operates winches and lifting gear, and guts, sorts and stows fish;
- harvests oysters, mussels, clams and seaweed off natural or artificial beds, nets river fish and maintains them in spawning pens, assists with feeding and water treatment, and empties and cleans outdoor tanks;
- cleans animals' quarters and renews bedding as necessary;
- extracts semen for storage, selects appropriate semen from store, injects recipient animal and issues certificate giving pedigree and date of insemination;
- incubates eggs in hatchery and supplies chicks for meat and egg production and game birds for reserves;
- plants cuttings or shrubs, maintains hedges by clipping, pruning and re-planting, and picks fruit, vegetables, hops and flowers;
- performs other farming and related tasks not elsewhere classified including sorting and marking livestock, catching rabbits, cutting peat, shearing sheep and sexing chickens.

### RELATED JOB TITLES

Horticultural worker  
Labourer (*landscape gardening*)  
Mushroom picker  
Nursery worker

## MINOR GROUP 912 ELEMENTARY CONSTRUCTION OCCUPATIONS

Workers in this minor group assist the work of woodworking and building trades workers, electricians, plumbers, and painters and perform a variety of general labouring and construction tasks.

Occupations in this minor group are classified into the following unit group:

### 9120 ELEMENTARY CONSTRUCTION OCCUPATIONS

#### 9120 ELEMENTARY CONSTRUCTION OCCUPATIONS

Job holders in this unit group perform a variety of general labouring and construction duties to assist building, civil engineering and related trades workers in the performance of their tasks.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Training is typically provided on-the-job. NVQs/SVQs in a variety of construction and craft occupations are available at Levels 1, 2 and 3.

#### TASKS

- conveys blocks, bricks, stone, mortar, roofing, felt, slates, wood and other building materials to the work area;
- assists with the erection of ladders, scaffolding and work platforms, the rigging of cradles of hoisting equipment and the attaching of slings, hooks and guide ropes;
- mixes mortar, grouting material, cement screed, and plaster, prepares adhesive, primer and paints and similar construction material, and undertakes basic decorating, painting, plumbing and other maintenance and repair tasks;
- cleans equipment and tools, clears work area and otherwise assists building and woodworking trades workers as directed;

- performs general labouring tasks such as digging trenches and foundations, removing wall coverings, and preparing surfaces by cleaning, sanding, filling, etc.;
- covers ceilings, floors, walls and exposed surfaces of boilers, pipes and plant with insulating material;
- heats and breaks up blocks of asphalt, bitumen or tar, stirs melting mixture, adds aggregate if required, pours mixture into buckets;
- measures and fixes timber and other structures to support excavations, cables or other rail, signal and telecommunications equipment;
- excavates, constructs and maintains land drainage systems and prepares graves for burial;
- operates, cleans and lubricates valves and sluices, removes weeds, dead animals and other debris from waterways and carries out minor repairs to banks and footbridges;
- helps diver into and out of diving suit, maintains communication with submerged diver and checks equipment and time spent under water.

#### RELATED JOB TITLES

Electrician's mate (*building construction*)  
 Ground worker (*building construction*)  
 Hod carrier  
 Labourer (*building construction*)

## MINOR GROUP 913 ELEMENTARY PROCESS PLANT OCCUPATIONS

Workers in this minor group clean metal goods, machinery and industrial premises, operate printing machines and reprographic equipment, wrap, fill, label and seal containers by hand or machine and perform a variety of manual tasks in foundry, engineering and allied trades.

Occupations in this minor group are classified into the following unit groups:

- 9132 INDUSTRIAL CLEANING PROCESS OCCUPATIONS**
- 9134 PACKERS, BOTTLERS, CANNERS AND FILLERS**
- 9139 ELEMENTARY PROCESS PLANT OCCUPATIONS N.E.C.**

### 9132 INDUSTRIAL CLEANING PROCESS OCCUPATIONS

Job holders in this unit group clean manufactured goods, plant and machinery, and industrial, commercial and other premises.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/SVQs covering various aspects of industrial cleaning are available at Levels 1 and 2. Qualifications are also offered by the British Institute of Cleaning Science.

#### TASKS

- uses industrial hoovering, polishing, pressure washer, steam cleaning and sandblasting equipment to clean commercial and industrial premises, public buildings and building exteriors;
- dismantles engines, boilers, furnaces and other industrial plant and machinery, cleans component parts and reassembles equipment;
- washes, rinses, dries and cleans manufactured goods, and stacks cleaned articles ready for removal.

#### RELATED JOB TITLES

Cleaner and greaser  
Factory cleaner  
Hygiene operator  
Industrial cleaner

### 9134 PACKERS, BOTTLERS, CANNERS AND FILLERS

Jobholders in this unit group pack, wrap, fill, label and seal containers by hand or machine.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Training is typically provided on-the-job and varies according to the type of packing and product. Formal courses are run for specialist packing.

#### TASKS

- selects appropriate cylinder, ensures that there is no corrosion or other damage and fills with gas;
- fills tubes, ampoules, bottles, drums, barrels, bags, sacks, cans, boxes and other containers by hand using measuring/weighing aid or by positioning container under feeder spout;
- packs heavy goods in crates and boxes using hoist, mobile crane or similar lifting equipment;
- loads machine with packaging containers, materials, adhesive, etc., loads hopper with items to be packaged/wrapped, monitors filling, wrapping and packaging, adjusts controls as necessary and clears any blockages;
- examines cans, bottles and seals and rejects any that are faulty;
- labels goods by hand or machine;
- packs specialist items according to specifications and completes necessary documentation.

**RELATED JOB TITLES**

Factory worker (packing)  
 Packaging operator  
 Packer  
 Paint filler

**9139 ELEMENTARY PROCESS PLANT OCCUPATIONS  
N.E.C.**

Jobholders in this unit group assist the work of machine operatives and perform a variety of manual tasks in foundries, engineering and allied trades and in other process and plant operations not elsewhere classified in MINOR GROUP 913: Elementary Process Plant Occupations.

**TYPICAL ENTRY ROUTES AND ASSOCIATED  
QUALIFICATIONS**

No academic qualifications are required. On-the- job training is provided. NVQs/SVQs may be available in some areas.

**TASKS**

- assists with the operation of furnaces and the preparation of castings;

- assists in setting up attachments on plant and machinery, and operates saws, shears or other equipment;
- conveys goods, materials, equipment, etc. to work area, assists in setting up machinery and equipment and prepares tools, lamps and other equipment for use;
- assists operative to mark out, bend, drill, galvanise, coat and otherwise machine metal;
- loads and unloads vehicles, trucks and trolleys;
- removes finished pieces from work area, paints or fixes identification labels or markers on products or containers;
- clears machine blockages, cleans machinery, equipment and tools, keeps work area tidy and clears waste and any spillages;
- performs a variety of manual tasks in relation to the operation of coke ovens, boilers and blast furnaces.

**RELATED JOB TITLES**

Factory worker  
 Fitter's mate  
 Labourer (*engineering*)  
 Material handler

## SUB-MAJOR GROUP 92

# ELEMENTARY ADMINISTRATION AND SERVICE OCCUPATIONS

Workers in this sub-major group collect, sort and deliver written correspondence, undertake elementary clerical tasks within offices, undertake elementary cleaning tasks, protect and supervise people and property, perform elementary sales related tasks, assist in the storage and transportation of goods, and perform a variety of carrying, preparation and serving tasks within hospitals, catering, domestic and other establishments.

### MINOR GROUP 921

#### ELEMENTARY ADMINISTRATION OCCUPATIONS

Workers in this minor group collect, receive, sort and deliver mail, documents, correspondence or messages and perform a variety of elementary clerical tasks within offices.

Occupations in this minor group are classified into the following unit groups:

**9211 POSTAL WORKERS, MAIL SORTERS, MESSENGERS AND COURIERS**

**9219 ELEMENTARY ADMINISTRATION OCCUPATIONS N.E.C.**

#### **9211 POSTAL WORKERS, MAIL SORTERS, MESSENGERS AND COURIERS**

Workers in this unit group collect, receive, sort and deliver mail, documents, correspondence or messages, either between or within establishments.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. A medical examination may be required. Entrants complete short induction courses followed by a programme of off- and on-the-job training. NVQs/ SVQs in Mail Operations are available at Levels 1 and 2.

#### **TASKS**

- collects mail from post boxes, receives parcels, and collects correspondence, documents and other material from individuals, offices or other establishments;
- sorts mail, parcels and other incoming and outgoing material for delivery, and maintains records of material received and despatched;
- delivers mail, parcels, correspondence and other materials to specified or agreed routes and schedules;
- completes delivery forms, collects charges, and issues receipts for the collection and delivery of registered or recorded mail and other items.

#### **RELATED JOB TITLES**

Courier  
Leaflet distributor  
Mail sorter  
Messenger  
Postman

#### **9219 ELEMENTARY ADMINISTRATION OCCUPATIONS N.E.C.**

Workers in this unit group perform a variety of elementary clerical and administrative tasks within offices not elsewhere classified in MINOR GROUP: 921 Elementary Administration Occupations.

#### **TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/ SVQs in Administration are available at Level 1.

#### **TASKS**

- copies, duplicates or destroys documents and other records;
- records and retrieves information;
- compiles, sorts and files correspondence;

- takes messages and distributes internal and external correspondence to office staff.

**RELATED JOB TITLES**

General assistant

Office junior

Office worker

Reprographic technician

## MINOR GROUP 923 ELEMENTARY CLEANING OCCUPATIONS

Workers in this minor group clean windows, chimneys, roads and interiors of buildings, wash, dry and press household linen, clean carpets, curtains and similar articles, collect refuse from business and private premises, clean vehicles inside and out, and perform other elementary cleaning tasks not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 9231 WINDOW CLEANERS**
- 9232 STREET CLEANERS**
- 9233 CLEANERS AND DOMESTICS**
- 9234 LAUNDERERS, DRY CLEANERS AND PRESSERS**
- 9235 REFUSE AND SALVAGE OCCUPATIONS**
- 9236 VEHICLE VALETTERS AND CLEANERS**
- 9239 ELEMENTARY CLEANING OCCUPATIONS N.E.C.**

### 9231 WINDOW CLEANERS

Window cleaners wash and polish windows and other glass fittings.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. On-the-job training may be available in larger firms. NVQs/SVQs in Cleaning: Windows, Glass and Façade Surfaces at Level 2 are available.

#### TASKS

- secures ladders and other equipment to gain safe access to glass;
- selects appropriate cleaning or polishing implement;
- washes and polishes glass with brushes, cloths, sponges, water and solvents.

#### RELATED JOB TITLES

Window cleaner  
Window cleaning contractor

### 9232 STREET CLEANERS

Workers in this unit group clean, sweep and remove refuse from public thoroughfares.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. On-the-job training is provided. NVQs/SVQs in Cleaning: Highways and Land are available at Levels 1 and 2.

#### TASKS

- sweeps pavements, gutters and roadways with hand broom or mechanical sweeper;
- collects litter using hand tools;
- transfers refuse into containers and empties public litter bins into containers.

#### RELATED JOB TITLES

Cleansing operative (*street cleaning*)  
Road sweeper  
Street cleaner

### 9233 CLEANERS AND DOMESTICS

Cleaners and domestics clean interiors of private houses, shops, hotels, schools, offices and other buildings.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. On-the-job training may be provided. NVQs/SVQs in Cleaning: Building Interiors are available at Levels 1 and 2.

#### TASKS

- scrubs, washes, sweeps and polishes floors, corridors and stairs;
- dusts and polishes furniture and fittings;
- cleans toilets and bathrooms;
- washes down walls and ceilings;
- empties ashtrays, waste bins and removes rubbish.

**RELATED JOB TITLES**

Chambermaid  
 Cleaner  
 Domestic  
 Home help  
 School cleaner

**9234 LAUNDERERS, DRY CLEANERS AND PRESSERS**

Launderers, dry cleaners and pressers supervise and undertake the washing, dry cleaning, ironing and pressing of clothing, household and other linen, carpets, curtains and other articles.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

Academic qualifications are not required. Training is mainly on-the-job. NVQs/SVQs in Laundering are available at Levels 1 and 2.

**TASKS**

- receives garment or item from customer for cleaning, checks pockets, buttons, zips, etc. and issues receipt;
- sorts articles by fabric, colour and type and determines appropriate cleaning process;
- removes difficult stains using chemicals or steam gun;
- loads articles into washing and dry cleaning machines or electrically operated drum cleaning machine, operates controls to admit cleaning fluids and starts machine;
- sets and operates drying machines and smooths and shapes washed garments using hand iron or machine press;
- allocates washing machines to customers, ensures correct use of equipment and gives change;
- performs a variety of laundering, dry cleaning and pressing tasks, including beating carpets and shaping starched collars, cuffs and hats.

**RELATED JOB TITLES**

Carpet cleaner  
 Dry cleaner  
 Garment presser  
 Laundry assistant  
 Laundry worker

**9235 REFUSE AND SALVAGE OCCUPATIONS**

Refuse and salvage collectors supervise and undertake the collection and processing of refuse from household, commercial and industrial premises.

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No academic qualifications are required. Training is provided on-the-job. A minimum age limit of 18 years normally applies.

**TASKS**

- rides in or on refuse vehicle and alights to pick up domestic refuse;
- carries waste material in dustbins or other containers from premises to refuse vehicle;
- empties refuse into vehicle manually or using an electronic tipping device;
- returns dustbins or other containers to premises;
- collects scrap metal, salvage, paper and other recyclable material from domestic and industrial premises, and sorts material in preparation for recycling;
- attends the operation of refuse tips, supervises the use of public refuse disposal facilities, and compacts and covers up refuse at landfill sites.

**RELATED JOB TITLES**

Binman (*local government: cleansing department*)  
 Hopper attendant (*refuse destruction*)  
 Refuse disposal operative  
 Salvage worker

**9236 VEHICLE VALETTERS AND CLEANERS**

Vehicle valeters and cleaners clean, wash and polish the interiors and exteriors of ships, aircraft, trains and road vehicles..

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

No academic qualifications are required. On-the-job training may be provided. NVQs/SVQs in relevant areas are available at Levels 1 and 2.

**TASKS**

- vacuums, brushes and washes vehicle upholstery and interior surfaces;
- empties waste bins and removes rubbish;
- reports any damage or vandalism to the fabric of the vehicle interior;
- washes, cleans and polishes as appropriate the exterior surfaces of vehicles.



## RELATED JOB TITLES

Car wash assistant  
Carriage service man (*railways*)  
Motor car polisher (*garage*)  
Vehicle valet

## 9239 ELEMENTARY CLEANING OCCUPATIONS N.E.C.

Workers in this unit group perform elementary cleansing service occupations not elsewhere classified in MINOR GROUP 923: Elementary Cleaning Occupations.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal academic qualifications are required. Training may be provided on-the-job.

## TASKS

- selects appropriate brush head, pushes it through flue or chimney and collects soot and other dislodged deposits from flue or chimney with brush or vacuum equipment;
- cleans toilets, washrooms, rest rooms and other similar amenities;
- replenishes supplies of soap, toilet paper and towels;
- reports acts of vandalism and any defects in sanitary equipment;
- completes worksheets to note the date and time that amenities were last cleaned.

## RELATED JOB TITLES

Amenity block attendant  
Chimney cleaner  
Sweep (chimney)  
Toilet attendant

## MINOR GROUP 924 ELEMENTARY SECURITY OCCUPATIONS

Workers in this minor group protect individuals or property from injury, theft or damage, patrol areas to detect and prevent parking infringements, assist children in crossing roads, supervise the activities of school children during break and meal times, control the parking of vehicles in car parks, and perform other elementary security tasks not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 9241 SECURITY GUARDS AND RELATED OCCUPATIONS**
- 9242 PARKING AND CIVIL ENFORCEMENT OCCUPATIONS**
- 9244 SCHOOL MIDDAY AND CROSSING PATROL OCCUPATIONS**
- 9249 ELEMENTARY SECURITY OCCUPATIONS N.E.C.**

### 9241 SECURITY GUARDS AND RELATED OCCUPATIONS

Workers in this unit group protect merchandise, individuals, hotels, offices, factories, public grounds and private estates from injury, theft or damage, and investigate fraud and crime on a non-statutory basis.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. For some vacancies a current and clean driving licence is required and entrants may have to pass a medical examination. Training is typically provided on-the-job. NVQs/SVQs covering various aspects of security guarding are available at Level 2.

#### TASKS

- investigates crimes, trading practices and the private affairs of individuals;
- walks or rides near person requiring protection, watches for suspicious occurrences and defends guarded person from attack;
- monitors and patrols hotels, factories, offices and other premises, forests, parks, and public or private estates to prevent theft and unauthorised entry;
- checks persons and vehicles entering and leaving premises, establishes their credentials and arranges for escorts for visitors;
- receives duty sheet, time-clock and keys for premises to be visited, checks locks, doors, windows, etc. and reports any suspicious circumstances to security headquarters;
- calls in civil police and gives evidence in court where necessary.

### RELATED JOB TITLES

CCTV operator  
Park keeper  
Private investigator  
Security guard  
Security officer

### 9242 PARKING AND CIVIL ENFORCEMENT OCCUPATIONS

Job holders in this unit group patrol assigned areas to detect and prevent infringements of local parking regulations and control the parking of vehicles in public and private car parks.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Candidates should be at least 18 years of age (in some areas 20-25+) and may be required to pass a medical examination. Training is typically provided on-the-job.

#### TASKS

- patrols assigned area to detect vehicles parked in no-parking zones and vehicles parked in excess of permitted time in restricted parking zones;
- warns offenders or issues tickets;
- advises motorists on local parking facilities and directs them as required;
- notes any cases of obstruction, evasion of tax or other infringement and reports them to the police;
- gives evidence in court as required;
- regulates entry/exit of vehicles to and from car parks and may park cars;

- issues and examines tickets in car parks, collects charges and gives change.

### RELATED JOB TITLES

Car park attendant  
Community warden  
Parking attendant  
Traffic warden

### 9244 SCHOOL MIDDAY AND CROSSING PATROL OCCUPATIONS

Workers in this unit group supervise the activities of school children during break and meal times and assist children to cross roads near to the entrances of schools.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Some employers may expect candidates to show previous experience in caring for children. Training is provided off- and on-the-job. CRB clearance is mandatory.

### TASKS

- supervises the playground activities of children during meal and break times;
- cares for sick children and administers first aid if necessary;
- assists young children with feeding, dressing, washing and toiletry activities;
- meets children wanting to cross the road and directs them to wait at the kerb;
- waits for a safe gap in traffic and walks to the centre of road;
- signals approaching traffic to stop by using hand signals and school crossing signs;
- directs children to cross the road when safe.

### RELATED JOB TITLES

Dinner lady (schools)

Lollipop man  
Lunchtime supervisor  
Midday supervisor  
School crossing patrol

### 9249 ELEMENTARY SECURITY OCCUPATIONS N.E.C.

Workers in this unit group perform a variety of elementary security occupations not elsewhere classified in MINOR GROUP 924: Elementary Security Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. For some vacancies a current and clean driving licence is required and entrants may have to pass a medical examination. Off- and on-the-job training may be provided.

### TASKS

- serves summonses and, on court authority, takes possession of goods to the value of outstanding debt;
- accepts payment on behalf of court and issues receipts;
- ejects persons in illegal occupation of premises;
- watches for illegal fishing or attempted smuggling;
- deals with any security difficulties in art galleries and museums, clubs, public houses, employers' establishments and other buildings;
- receives clothing, luggage and other articles, collects fee and issues ticket and returns item to deposit or on presentation of receipt;
- operates push-button or hand controls to raise and lower lifts to required floor and ensures safety of goods and passengers carried in lift.

### RELATED JOB TITLES

Bailiff  
Commissionaire  
Court usher  
Door supervisor  
Doorman

## MINOR GROUP 925 ELEMENTARY SALES OCCUPATIONS

Workers in this minor group remove and replace posters from hoardings, bill boards and other advertising spaces, replenish stocks of goods in retail establishments, collect and issue shopping trolleys and baskets, and perform other elementary sales related tasks.

Occupations in this minor group are classified into the following unit groups:

- 9251 SHELF FILLERS**
- 9259 ELEMENTARY SALES OCCUPATIONS N.E.C.**

### 9251 SHELF FILLERS

Shelf fillers receive incoming goods from storage, check them for damage and place them on the appropriate shelves in the store.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic entry requirements. Some on-the-job training may be provided.

#### TASKS

- selects goods from storeroom and checks for any damage;
- checks store layout or written instructions to determine the appropriate shelf location for the goods;
- prices goods by machine and fills shelves with goods;
- monitors depletion of stocks and re-fills shelves as required.

#### RELATED JOB TITLES

General assistant (*retail trade*)  
Grocery assistant  
Shelf filler  
Shelf stacker

### 9259 ELEMENTARY SALES OCCUPATIONS N.E.C.

Workers in this unit group perform a variety of elementary sales related occupations not elsewhere classified in MINOR GROUP 925: Elementary Sales Occupations.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic entry requirements. Some on-the-job training may be provided.

#### TASKS

- strips old posters from hoardings and fits new posters using brushes and working from a ladder if necessary;
- collects shopping baskets and trolleys in and around wholesale/retail establishments and positions near entrance to store;
- offers shopping baskets to customers entering retail establishments;
- wraps and packs goods for customers;

#### RELATED JOB TITLES

Code controller (*wholesale, retail trade*)  
Home shopper  
Order picker (*retail trade*)  
Trolley assistant (*wholesale, retail trade*)

## MINOR GROUP 926 ELEMENTARY STORAGE OCCUPATIONS

Workers in this minor group load and unload cargo from ships, boats and barges, supply berthed ships with water, oil and fuel, load, unload and convey furniture, goods and other equipment in and around warehouses, depots and similar establishments, and accompany motor vehicle and other road vehicle drivers.

Occupations in this minor group are classified into the following unit groups:

### 9260 ELEMENTARY STORAGE OCCUPATIONS

#### 9260 ELEMENTARY STORAGE OCCUPATIONS

Workers in this unit group supply berthed ships with water, oil and petroleum, load and unload cargo from ships, boats and barges, convey household and office furniture, goods, equipment or other items in or near warehouses, depots, slaughterhouses, etc., prepare requisitions or despatch documents of stocks held, accompany drivers of road vehicles, and perform other elementary goods handling and storage related tasks.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided off- or on-the-job. NVQs/ SVQs in Cargo Operations and in Distribution and Warehouse Operations are available at Levels 1 and 2.

#### TASKS

- attaches hoses to ship's flow connections, starts pump to transfer oil, petroleum or water to and from a ship and uncouples hose system when loading/discharging is complete;
- arranges cargo on quayside or in hold for loading or unloading and selects appropriate hook, chain, rope, sling or other grappling attachment;

- attaches winch or crane hooks, slings, ropes or clamps to load, signals to crane driver to commence lifting, visually checks that load is balanced and ensures that route is clear for movement;
- removes grappling attachment from cargo and stows cargo in hold or loads cargo on to transport or into warehouses.
- loads and unloads goods from removal vans or delivery vehicles either by hand or using trolleys and lift trucks;
- packs furniture and household goods into crates and cartons for storage;
- undertakes the loading and unloading of goods and conveys goods about storage area;
- retrieves stored items as listed on order sheets, makes up orders against requisitions and prepares goods for despatch;
- accompanies driver on journey and assists with manoeuvres and to load and unload vehicle.

#### RELATED JOB TITLES

Labourer (*haulage contractor*)  
Order picker  
Warehouse assistant  
Warehouse operator  
Warehouse supervisor  
Warehouseman

## MINOR GROUP 927 OTHER ELEMENTARY SERVICES OCCUPATIONS

Workers in this minor group perform manual tasks to assist nursing and domestic staff in hospitals, perform a variety of cleaning, preparation, carrying and fetching tasks in kitchens, serves food, beverages and alcoholic drinks in catering, domestic and other establishments, assist in the operation of cinemas, theatres, amusement arcades, funfairs, theme parks and holiday camps, and perform other elementary personal service occupations not elsewhere classified.

Occupations in this minor group are classified into the following unit groups:

- 9271 HOSPITAL PORTERS**
- 9272 KITCHEN AND CATERING ASSISTANTS**
- 9273 WAITERS AND WAITRESSES**
- 9274 BAR STAFF**
- 9275 LEISURE AND THEME PARK ATTENDANTS**
- 9279 OTHER ELEMENTARY SERVICES OCCUPATIONS N.E.C.**

### 9271 HOSPITAL PORTERS

Hospital porters perform various manual tasks in hospitals to assist nursing and domestic staff with the care of patients.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is provided off- and on-the-job. Entrants must typically pass a medical examination and may be required to hold a driving licence.

#### TASKS

- lifts, escorts and wheels patients between hospital wards;
- assists with the delivery of meals, laundry, medical supplies and post to the wards or theatres;
- moves hospital equipment and furniture;
- collects and disposes of refuse from wards and other departments;
- assists with unloading and delivery of supplies.

#### RELATED JOB TITLES

Hospital porter  
Porter (*hospital service*)  
Portering supervisor (*hospital services*)

### 9272 KITCHEN AND CATERING ASSISTANTS

Workers in this unit group assist in the preparation and service of food and beverages in restaurants, cafés and other eating establishments, and perform various cleaning, fetching and carrying tasks.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/ SVQs in relevant areas are available at Levels 1 and 2.

#### TASKS

- cleans or prepares food for cooks by hand or machine;
- carries meat, vegetables and other foodstuffs from delivery van to storeroom and from storeroom to kitchen;
- cleans and tidies service area, kitchen surfaces, crockery, cutlery, glassware, kitchen utensils and disposes of rubbish;
- prepares and serves beverages and light refreshments, accepts payment and gives change;
- keeps service area well stocked.

#### RELATED JOB TITLES

Catering assistant  
Crew member (*fast food outlet*)  
Kitchen assistant  
Kitchen porter

### 9273 WAITERS AND WAITRESSES

Waiters and waitresses serve food and beverages in hotels, clubs, restaurants and other establishments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though some employers may require GCSEs/S grades. Training is typically

provided on-the-job. NVQs/SVQs in relevant areas are available at Levels 1 and 2.

### TASKS

- sets tables with clean linen, cutlery, crockery and glassware;
- presents menus and wine lists to patrons and may describe dishes and advise on selection of food or wines;
- takes down orders for food and/or drinks and passes order to kitchen and/or bar;
- serves food and drinks;
- presents bill and accepts payment at end of the meal.

### RELATED JOB TITLES

Head waiter  
Silver service waiter  
Steward (catering)  
Waiter  
Waitress

### 9274 BAR STAFF

Bar staff prepare, mix and serve alcoholic and non-alcoholic drinks and beverages at bars in public houses, hotels, clubs and other establishments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/ SVQs in relevant areas are available at Levels 1 and 2.

### TASKS

- assists in keeping bar properly stocked;
- washes used glassware and cleans and tidies bar area;
- takes customer orders and mixes and serves drinks;
- receives payment for drinks.

### RELATED JOB TITLES

Bar supervisor  
Barmaid  
Barperson  
Bartender  
Glass collector (*public house*)

### 9275 LEISURE AND THEME PARK ATTENDANTS

Leisure and theme park attendants monitor the operation of amusement arcades, check tickets of entry to theatres and cinemas and show people to their seats, operate rides at funfairs and theme parks, and entertain and look after guests at holiday camps.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job.

### TASKS

- checks tickets of people entering cinemas and theatres, and directs people to their seats;
- operates rides and supervises stalls at fairgrounds and amusement parks;
- issues change at amusement arcades, monitors the operation of arcade machines and empties coins from machines;
- welcomes holidaymakers, provides information about holiday camp, organises and participates in entertainment and activities for guests.

### RELATED JOB TITLES

Arcade assistant  
Cinema attendant  
Ride operator  
Steward (*sports ground*)  
Usher  
Usherette

### 9279 OTHER ELEMENTARY SERVICES OCCUPATIONS N.E.C.

Workers in this unit group perform a variety of elementary services occupations not elsewhere classified in MINOR GROUP 927: Other Elementary Services Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/SVQs are available in some areas.

**TASKS**

- assists hotel guests with luggage etc. on arrival and departure, keeps entrance lobby tidy, deals with guests' enquiries;
- assists in the movement of scenery and other stage equipment;
- divines and tells fortunes by various means;
- loads numbered balls into bingo machine, starts machine, removes balls and reads numbers, and checks winning bingo cards against numbers drawn;
- examines and collects tickets at harbours, piers and similar thoroughfares or establishments not elsewhere classified;

- collects payment, issues tickets and monitors the use of bathing huts, changing rooms, bath houses and deck chairs;
- dances in adult entertainment establishments.

**RELATED JOB TITLES**

Bingo caller  
Hotel assistant  
Night porter  
Porter (residential buildings)  
Stage hand (entertainment)



# Appendix A

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## Acknowledgement List

Alliance of Sector Skills Councils  
Asset Skills  
Association of London Government  
British Parking Association  
British Printing Industries Federation  
Cabinet Office  
Central Statistics Office Ireland  
Change Management Solutions  
Chartered Institute of Architectural Technologists  
Cheshire County Council  
City and County of Swansea  
City University, London  
Cogent  
Connexions Cumbria  
Connexions Tees Valley  
ConstructionSkills  
Creative and Cultural Skills  
Department for Business, Innovation and Skills  
Department for Communities and Local Government  
Department for Culture, Media and Sport  
Department for Education  
Department for Finance and Personnel Northern Ireland  
Department for Work and Pensions  
Department of Health  
Design Council  
Durham University  
Energy and Utility Skills  
Equal Opportunities Commission  
e-Skills  
Experian  
Federation of Plastering and Drywall Contractors  
Financial Services Skills Council  
Forestry Commission  
Fusion Software  
General Chiropractic Council  
General Register Office for Scotland  
GoSkills  
Government Skills  
Health and Safety Executive  
Higher Education Statistics Agency  
HM Revenue and Customs  
Home Office  
House of Commons Library  
IMI  
Improve Ltd  
Improvement Service  
Innovantage  
Institute of Chartered Secretaries and Administrators  
Institute of Customer Service  
Institute of Customer Service  
Institute of Education, University of London  
Institute of Scientific and Technical Communicators  
Job Centre Plus  
Lantra  
Learning and Skills Council  
Lifelong Learning UK  
Liverpool John Moores University  
Local Government Association  
Local Government Data Unit – Wales  
Manchester City Council  
Manchester Enterprises  
Market Research Society  
Migration and Advisory Committee  
National Association of British Arabs  
National Britannia  
National Centre for Social Research  
National Health Service  
National Health Service Litigation Authority  
Nottingham City Council  
Nursing and Midwifery Council  
PassengerFocus  
Pay Data Limited  
People 1<sup>st</sup>  
Portsmouth University  
Positive Steps Oldham  
Proskills  
Public Sector People Managers' Association  
Scottish Centre for Social Research  
Sector Skills Development Agency  
Semta  
Shropshire County Council  
Skillfast-UK  
Skills for Care and Development  
Skills for Health  
Skills for Justice  
Skills for Logistics  
Skills Framework for the Information Age Foundation  
SkillsActive  
Skillset  
Skillsmart Retail  
Southern Education and Library Board  
SummitSkills  
The American Society for Training and Development  
The Crafts Council

The Ground Forum  
The Law Society  
The Scottish Government  
Thomson Reuters  
UCAS  
University of East Anglia  
University of Essex

University of Manchester  
University of Stirling  
University of Warwick  
Wandsworth Borough Council  
Welsh Assembly Government  
Welsh Economy Research Unit, Cardiff University