

OFFICE FOR NATIONAL STATISTICS

# STANDARD OCCUPATIONAL CLASSIFICATION 2000

Volume 1

Structure and descriptions of unit groups

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## PREFACE

In 1990 the first single classification of occupations was introduced in the United Kingdom. This classification, known as the Standard Occupational Classification (SOC90), 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, for example, vital registration, job matching, analysis of labour market trends, SOC90 has become the common single classification.

Occupational information serves a variety of purposes. It informs the job matching functions undertaken by employment agencies, provides 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. As the pace of technological progress quickens and as work becomes differently organised, so the occupational map changes. In many areas of work SOC90 now appears out-of-date. Some new occupations are difficult to position in the classification, whilst other parts of the classification are gradually becoming defunct.

Such problems were anticipated when SOC90 was introduced. A decision was made by the statistical body then responsible<sup>1</sup> for SOC90, that new job titles would be positioned in a revised index to SOC90 and that the structure of the classification would be reviewed prior to the next Census of Population in 2001. In 1995 a revised index to SOC90 was published. The present volume completes the review process by revising the structure of the classification.

The conceptual basis of the classification remains unchanged. 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. 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, culture, media, sports and leisure. Managerial occupations have also been subject to extensive scrutiny and to some redefinition in SOC2000 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.

<sup>1</sup> Responsibility for the Standard Occupational Classification originally rested with the Central Statistical Office, although the task of maintaining the classification was given to the (then) Office of Population Censuses and Surveys. Following the reorganisation of official statistics, responsibility for the classification passed to the Office for National Statistics.

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. For this reason the classification should not be regarded as setting any standard or relative level in terms of pay, hours worked or as a part of the legal regulation of the terms and conditions of employment.

No single classification system can satisfy the requirements of every potential user. It is hoped that the straightforward and structured approach adopted in SOC2000 as in SOC90, and its improved compatibility with the international standard, will ensure that SOC2000 continues to meet the classification needs of users and producers of occupational data.

# INTRODUCTION

## 1. General background and introduction

The Standard Occupational Classification, first introduced in 1990, is maintained by the Occupational Information Unit (OIU) of the Office for National Statistics (ONS). The OIU conducts its maintenance functions on a day-by-day basis 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 OIU 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 OIU published a new coding index to SOC90 in 1995. To prepare for revision of the classification, the OIU began to consult with users of occupational information in 1996 regarding the need for and the nature of any potential revision. From this consultation, a number of deficiencies within SOC90 were identified. These were:

- users found it difficult to classify job titles to SOC90. The conceptual principles of the classification were unclear, leading to ambiguities in the positioning of job titles within the structure of SOC90;
- in attempting to undertake job-matching work, the Employment Service was particularly hampered by the broad nature of certain occupational categories. Job seekers often had quite well-defined job preferences and the Employment Service had difficulties matching these to vacancy information;
- certain occupational areas were developing rapidly, but were not well-defined in SOC90. These included information technology occupations, customer service jobs, conservation and environment-related occupations and a wide range of jobs in what can loosely be termed ‘caring’ and ‘community work’ occupations.

Pressures to revise SOC90 were arising from other developments. In 1992 the Statistical Office of the European Communities (Eurostat) commenced a programme of work to harmonise national occupational classifications across the European Union. This was achieved by mapping national statistical classifications to an agreed implementation of the international standard classification, known as ISCO 88(COM). Subsequently, countries submitted Labour Force Survey and Population Census data to Eurostat classified to this common standard. Statistical analysis of these data showed that, for the UK, there appeared to exist a severe definitional problem with the category termed *Corporate managers* (Elias, 1996). Defined as the managers of organisations and enterprises with 10 employees or more, the UK had virtually three times the EU average percentage of its workforce classified to this category. While some variation in occupational structure between EU countries is to be expected, a difference of this scale was indicative of a significant classification problem.



Another source of pressure to reform SOC90 arose from the *Review of Social Classifications*. Social class classifications<sup>2</sup> have been in use in the UK for a long period, but had developed in a haphazard and rather unscientific manner. Starting in 1997, and undertaken as a joint collaboration between the Economic and Social Research Council and the Office for National Statistics, the *Review* proposed a conceptual basis for social classification and undertook a major analytical research programme leading to the development of a new social classification which uses the unit groups of SOC90 as its main ‘building blocks’<sup>3</sup>. Although the concept of ‘skill’ does not feature explicitly in this classification<sup>4</sup>, the associated research and development work revealed a number of issues that could be addressed in its revision<sup>5</sup>.

Following from the OIU consultation process, an interdepartmental body was formed to consider all of this evidence and to make recommendations regarding the nature of the revision process. This body concluded that there was a clear indication of a need to update SOC90. The Institute for Employment Research (IER) at the University of Warwick, in collaboration with the OIU, was contracted to undertake the work required for revision - a process which was to be completed by 2000 in preparation for the Census of Population in 2001. However, a number of constraints would regulate the scale of the revision of SOC90. First, it was recognised that many users were keen to retain as much continuity with SOC90 as possible. Although the inadequacies of SOC90 and the rapid changes in the structure of jobs would inevitably mean that a revised classification would create some discontinuity, this desire for continuity translated into a requirement that the conceptual basis of the classification should not be changed, nor should its major group structure be altered. A second constraint derived from the need to improve alignment with the International Standard Classification of Occupations, itself not due for revision before 2008. Besides these strictures, a more practical consideration acted as a significant constraint on the revision process - the limited resources available for the work. Earlier classifications had consumed significant resources in terms of time and money<sup>6</sup>. Efficiency gains through access to large computerised databases were used to offset this comparative reduction in resources to some extent.

## 2. The SOC Manual

The present 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 two volumes.

<sup>2</sup> The two main social classifications in the UK are *Social Class* and *Socio-economic Groups*.

<sup>3</sup> See Rose and O’Reilly (1998).

<sup>4</sup> See Elias (1997).

<sup>5</sup> A consequence of this process is that the new National Statistics Socio-economic Classification will need to be re-based on SOC2000. This work is in hand and will be completed during 2000.

<sup>6</sup> The *Classification of Occupations and Directory of Occupational Titles (CODOT)*, introduced in 1972 was preceded by a six-year programme of data collection and research. SOC90 took four years to develop. SOC2000 had to be completed within two years.

The remainder of Volume 1 comprises the following sections. Section 3 gives a brief account of some important principles, concepts and conventions according to which SOC has been developed. Section 4 describes the position on updating SOC. Section 5 sets out the detailed SOC structure of Unit, Minor, Sub-major and Major Groups. Section 6 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 are classified to the group.

Volume 2 mainly consists of a detailed alphabetical index of job titles, giving both the SOC90 and SOC2000 Unit Group to which each is assigned. This is designed for use in coding occupations. To assist consistent coding some 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 sections to Volume 2.

### **3. Principles and concepts**

#### **3.1 Types of economic activity classification**

In classifying jobs and persons by reference to their economic activity four distinct concepts are generally recognised and separately measured in standard statistical sources. These are:

1. Economic activity status
2. Occupation
3. Status in employment
4. Industry

Economic activity status defines whether the person is or is not at some reference time a member of the workforce. In practice those in paid employment and those currently looking for or available for paid employment are classified as economically active and the remainder as economically inactive. Many economically inactive persons (e.g. most of those wholly retired from employment) have, of course, had an occupation at some time in the past.

Occupation is most often determined by reference to a person's main job at the reference time, but for persons not currently employed may be determined by reference to the most recent, or most recent main, job. The SOC principles used in classifying occupations are discussed below.

Status in employment refers to the relationship of a person doing a job to the means of production (i.e. proprietor or self-employed versus employee); and, for an employee, to his or her position in the seniority structure of the workplace (e.g. apprentice/trainee, foreman/supervisor, manager, other employee). Not all these status distinctions are made in every data source and there have been differences over time and between different

classificatory schemes as to whether certain distinctions should be built into the classification of occupations or introduced separately.

Industry refers to the economic sector to which the work done in a particular job contributes. It is usually defined by reference to the main product made or service performed at the workplace at or from which a job is carried on. Thus the job of a person who is occupationally a carpenter will be classified industrially to building, if employed by a building firm, but to brewing, if employed by a brewing firm. Most occupational groups include jobs located in many different industrial sectors; but there are some cases of occupations which in practice are associated almost entirely with one particular industry. In general, classification of occupations to SOC takes no account of information on industry, but for certain exceptions to this see the Notes on coding included in Volume 2 of the SOC Manual.

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

SOC is designed as a classification applicable to all paid jobs performed by economically active persons in the United Kingdom. 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. They are classified into groups according to the concept of ‘skill level’ and ‘skill specialisation’. As in 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 to pursue the occupation competently’.*

(Employment Department Group/Office of Population Censuses and Surveys, 1990)

*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)<sup>7</sup> reference can be made to these four skill levels.

<sup>7</sup> In common with the 1988 International Standard Classification of Occupations (ILO, 1990), SOC90 and SOC2000 utilise four levels of aggregation within the classification. These are termed major groups, sub-major groups, minor groups and unit groups. In SOC2000, as in ISCO-88, these are represented numerically by one, two, three or four digits.

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 SOC90 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 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 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 SOC2000 and compares these with SOC90. 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 and technology professionals and skilled metal and electrical trades from skilled construction and building trades.

**Table 1: Skill levels and the sub-major group structure of SOC2000 and SOC90**

Skill level	Sub-major groups of:	
	SOC2000	SOC90
Level 4	11 Corporate managers 21 Science and technology professionals 22 Health professionals 23 Teaching and research professionals 24 Business and public service professionals	1a Corporate managers and administrators 2a Science and engineering professionals 2b Health professionals 2c Teaching professionals 2d Other professional occupations
Level 3	12 Managers and proprietors in agriculture and services 31 Science and technology associate professionals 32 Health and social welfare associate professionals 33 Protective service occupations 34 Culture, media and sports occupations 35 Business and public service associate professionals 51 Skilled agricultural trades 52 Skilled metal and electrical trades 53 Skilled construction and building trades 54 Textiles, printing and other skilled trades	1b Managers/proprietors in agriculture and services 3a Science and engineering associate professionals 3b Health associate professionals 6a Protective service occupations 3c Other associate professional occupations 7a Buyers, brokers and sales representatives 9a Other occupations in agriculture, forestry and fishing 5b Skilled engineering trades 5a Skilled construction trades 5c Other skilled trades
Level 2	41 Administrative occupations 42 Secretarial and related occupations 61 Caring personal service occupations 62 Leisure and other personal service occupations 71 Sales occupations 72 Customer service occupations 81 Process, plant and machine operatives 82 Transport and mobile machine drivers and operatives	4a Clerical occupations 4b Secretarial occupations 6b Personal service occupations 7b Other sales occupations 8a Industrial plant and machine operators, assemblers 8b Drivers and mobile machine operators
Level 1	91 Elementary trades, plant and storage related occupations 92 Elementary administration and service occupations	9b Other elementary occupations

Note: Sub-major groups of SOC90 have been listed in the order which best approximates their equivalent position in SOC2000. It must be stressed however that there is no exact correspondence at this level.

Two of the new features of SOC2000 are also apparent from Table 1. First, it can be seen that the sub-major group structure of SOC2000 is incorporated within the codes used to describe the classification. The first two digits of the SOC2000 define the major and the sub-major groups of the classification. This was not the case with SOC90. For this reason, four digits are now required to describe the full code structure of SOC2000, as opposed to the 3-digit structure of SOC90. Secondly, the sub-major group structure of SOC2000 now follows a more regular pattern within the classification. This has been achieved by repositioning certain sub-major groups within the major group structure according to the skill level criterion.

### 3.3 The revision of SOC90

From consideration of comments received from users of SOC90, as well as from the work undertaken in the *Review of Social Classifications* and the harmonisation activities conducted for Eurostat, work on the development of SOC2000 was focused in a number of areas. These were:

#### *Computing and related occupations*

Whilst nearly all jobs have been affected in some way by the rapid progress in information and communication technologies, at the forefront of these are the jobs which relate directly to the design and implementation of such technologies. It seemed crucial that this area should be overhauled thoroughly.

#### *Managerial occupations*

For a variety of reasons, this area was in need of reform. The apparent inconsistency in definition of managerial occupations compared with practice in other EU countries was reason enough for this decision. However, other strands of research evidence pointed to forces such as ‘de-layering’ of management structures in organisations and to a potential ‘inflation’ of the use of the title ‘manager’ in jobs which should not be regarded as managerial<sup>8</sup>.

#### *Conservation/environmental occupations*

Shifting tastes and preferences have led to an increasing demand for environmental protection and conservation. SOC90 did not recognise many specific occupations related to these activities within its structure. During consultations undertaken in the development process, a number of users had expressed particular concern over this apparent omission.

#### *Skill upgrading/de-skilling within manufacturing processes*

Two sets of forces appear to underlie change in occupations that are associated primarily with the manufacturing process. The continued development of

<sup>8</sup> A good example of this is the now frequent use of the title ‘train manager’ for the job known earlier as ‘senior conductor’.

manufacturing systems which move away from mass production to small batch, customised production may have stimulated the demand for technically qualified occupations in production, to facilitate rapid re-tooling and other adjustments to the equipment used. Simultaneously, the widespread use of computerised production and control methods may have lessened the need for workers to hold the specialised skills in many traditional craft occupations.

#### *Customer service occupations*

Shifts in consumer tastes and preferences towards a more 'self-service' approach, associated with the wider availability of competitively-priced alternative goods and services, have stimulated the demand for and supply of after-sales service, quality testing and assurance and customer 'loyalty' schemes to attract and maintain customers. These developments appear to have given rise to a new set of occupations in which the associated tasks lie at the interface between the producers or distributors and the consumers of goods and services.

#### *Remote service provision*

Development in information and communication technologies has facilitated the demand for the provision of services outside 'normal' business hours and has stimulated the development of service provision from remote call centres. Part of the growth in such demand may be due to latent demand and some may be a function of increased female labour force participation. The latter trend may have resulted in a reduction in the availability of one household member to: shop, pay bills, or receive services related to telephone, electricity, gas, water, etc. during 'normal' business hours. While web-based commercial and informational communications or transactions may yet supersede these changes, the rapid growth in this area combined with the scale of employment change suggested the need for specific occupational categories to identify occupations in this area of work.

Sources of information about the terminology of occupations and the work content of jobs were available in a variety of sources and formats for the revision of SOC90. By far the most useful sources were derived from the Census of Population and the Labour Force Survey. While the 1991 Census of Population is now somewhat dated, its information was valuable in determining how well SOC90 was operationalised and gave useful information on the quality of occupational detail obtained from census form-fillers.

The main source available from the 1991 Census of Population was a ½% sample of individual records for England and Wales. The text response to questions on occupation, industry and post-schooling qualifications was extracted from approximately 115 thousand census records and placed into a searchable database. Similar information was extracted from the 1996/97 Labour Force Survey, covering 63 thousand jobs and consisting of details such as the job title, main tasks performed in the job and qualifications required for the job. Other sources of information on occupational descriptions were obtained via the Employment Service, which generated a database of 291 thousand detailed descriptions of job vacancies, all coded to SOC90.

The Employment Service (ES) was keen to ensure that its interests in occupational classification for job matching purposes were adequately reflected in the new classification. To this end, the ES commissioned the IER to undertake a programme of research that would run parallel to the ONS-led revision of SOC90. This took the form of a review of the process of job matching and the role played by SOC90 in this process. Through a series of visits to Job Centres and via the collection of relevant information from a survey of approximately 80 Job Centres, further information was gained about the requirements of the ES and the way in which these might be reflected in the revision process.

Other sources of information, which proved useful in investigating processes of skill change and to illuminate the definition skill levels, were:

- the ‘371 database’ – an electronic encyclopaedia of statistical information structured around the 371 unit groups of SOC90 (McKnight and Elias, 1997);
- a database of queries collected over an eight year period from agencies using SOC90 for coding occupational information;
- recently published material containing detailed descriptions of a wide variety of jobs (trade journals, newspaper advertising for job vacancies, careers guidance materials);
- correspondence from interested parties, including trades unions, trade associations, employers, employer associations and government departments;
- information arising from the detailed scrutiny of SOC90 unit groups by the team developing the new Social Classification for the UK.

These sources gave much valuable information about the problem areas of the SOC and yielded a ‘test-bed’ of data for experimentation with the construction of new occupational categories.

### 3.4 The structure of SOC2000

This section presents a brief summary of some of the major changes that distinguish SOC2000 from SOC90.

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

The change of the name of this major group, from *managers and administrators* to *managers and senior officials* reflects the substantial revision that has been made to this major group. Many job titles that were indicative of high level clerical work (e.g. administrative assistant) are now repositioned in major group 4.

New minor and unit groups are now included for *quality and customer care managers*, and in the area of Health and Social services. A new unit group exists for *natural environment and conservation managers*. In the area of hospitality and leisure services, new unit groups



exist for *conference and exhibition managers, leisure and sports managers and travel agency managers*. In other service sector areas, managers and proprietors of small retail establishments are defined more clearly, and a new unit group exists for *recycling and refuse disposal managers*.

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

In major group 2 new unit groups for *information and communication technology professionals* have been created. *IT strategy and planning professionals* are shown as distinct from *software professionals*. All software and programming occupations, which involve a high level of knowledge of software, networking and the software/hardware interaction, are now classified to major group 2. Previously these were mainly classified to major group 3. These decisions also reflect advice and guidance received from industry training bodies in this area.

*Research professionals* are now identified according to the type of research they perform. A new unit group was also created to capture those occupations in the public service which are essentially administrative in nature, but which require a degree or equivalent level of experience for competent performance.

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

In major group 3 new unit groups that have been created to classify *IT service delivery occupations*. These are jobs that involve a technical knowledge of IT operations or provide technical support to users. A new category is shown for *paramedics* and for *medical and dental technicians*. *Social welfare associate professionals* now distinguish *youth and community workers* separately from *housing and welfare officers*. A separate minor group was created for *therapists*, including unit groups for *physiotherapists, occupational therapists* and *speech and language therapists*.

A significant effort was made to develop a better treatment for a large and growing group of occupations in the arts, literature, media, sports and fitness. Three minor groups and fourteen unit groups are now used to classify occupations in this area. In the area of business and finance, a new structure was introduced, following our decision to move *brokers* from major group 7 to major group 3. New unit groups are included for *conservation associate professional* occupations.

A new minor group was created to facilitate repositioning of a number of unit groups from within the SOC90 sub-major group, *protective service occupations*. These include the armed forces, police officers, fire service officers and prison service officers.

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

Major group 4 now classifies a number of administrative occupations that were previously placed in major group 1. New minor groups were created for administrative occupations in government and related areas, finance, records, communications and for general clerical occupations.

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

Farmers have been relocated here from major group 1 and skilled farm workers from major group 9.

### Major Group 6 (*Personal service occupations*)

New occupational areas have been defined in major group 6 for *childcare and related personal occupations* and for *leisure and travel service occupations*.

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

In major group 7 a new minor group has been created to classify *customer service occupations*.

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

A particular concern here was to reduce the number of unit groups in this major group, many that were no longer large enough for statistical purposes due to the decline in this area of the occupational structure of employment.

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

This major group now includes a significant number of unit groups that have been repositioned here from other major groups in SOC90. Particular attention is drawn to the repositioning of bar staff and waiters and waitresses from major group 6 to this major group. A new minor group has been created for what we term *elementary security occupations*.

## 3.5 Structure of the classification

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 ISCO 88, in which major groups are distinguished on similar criteria.

SOC90 had nine major groups, 22 sub-major groups, 77 minor groups and 371 unit groups. SOC2000 has nine major groups, 25 sub-major groups, 81 minor groups and 353 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.

**Table 2: General Nature of Qualifications, Training and Experience for Occupations in SOC Major Groups**

<b>Major Group</b>	<b>General Nature of Qualifications, Training and Experience for Occupations in the Major Group</b>
Managers 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. typing or shorthand).
Skilled Trades Occupations	A substantial period of training, often provided by means of a work-based training programme.
Personal 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 that must be attained for satisfactory performance of the associated tasks and will have an associated period of formal experience-related training.
Elementary Occupations	Occupations classified at this level will usually require a minimum general level of education (i.e. that which is provided 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.

### 3.6 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 Occupation Information Unit reclassified a ½% sample of the 1991 Census of Population for England and Wales which was originally coded to SOC90. While this is a guide to the potential impact of SOC2000 in terms of the measurement of occupational structure, these comparisons must be treated with a degree of caution. The most obvious point to make is that the Census took place almost a decade ago. Many of the new categories in SOC2000 may now be populated quite differently. Furthermore, the process of reclassifying data is different from the process of coding. The former involves much expert judgement and discussion. The latter is a more routine process that, by its nature, is error prone. To address these issues, a single quarter of the Labour Force Survey (Winter 1996/7) was re-coded. The coding procedures adopted were somewhat different from the original<sup>9</sup> and the coding to SOC2000 unit groups was performed without reference to the original SOC90 unit group codes.

Figures 1 and 2 show, for males and females separately, changes in the occupational structure of employment in England and Wales between 1991 and 1996/7, with employment classified to the major group structure of SOC90 and SOC2000. In both of these charts four overlapping bars are shown for each major group, indicating the percentage of total employment in the major group. The two bars placed furthest back show the occupational structure as recorded in 1991, by SOC90 then by SOC2000. The two bars to the front of each group reveal how these percentages have changed by Winter 1996/7.

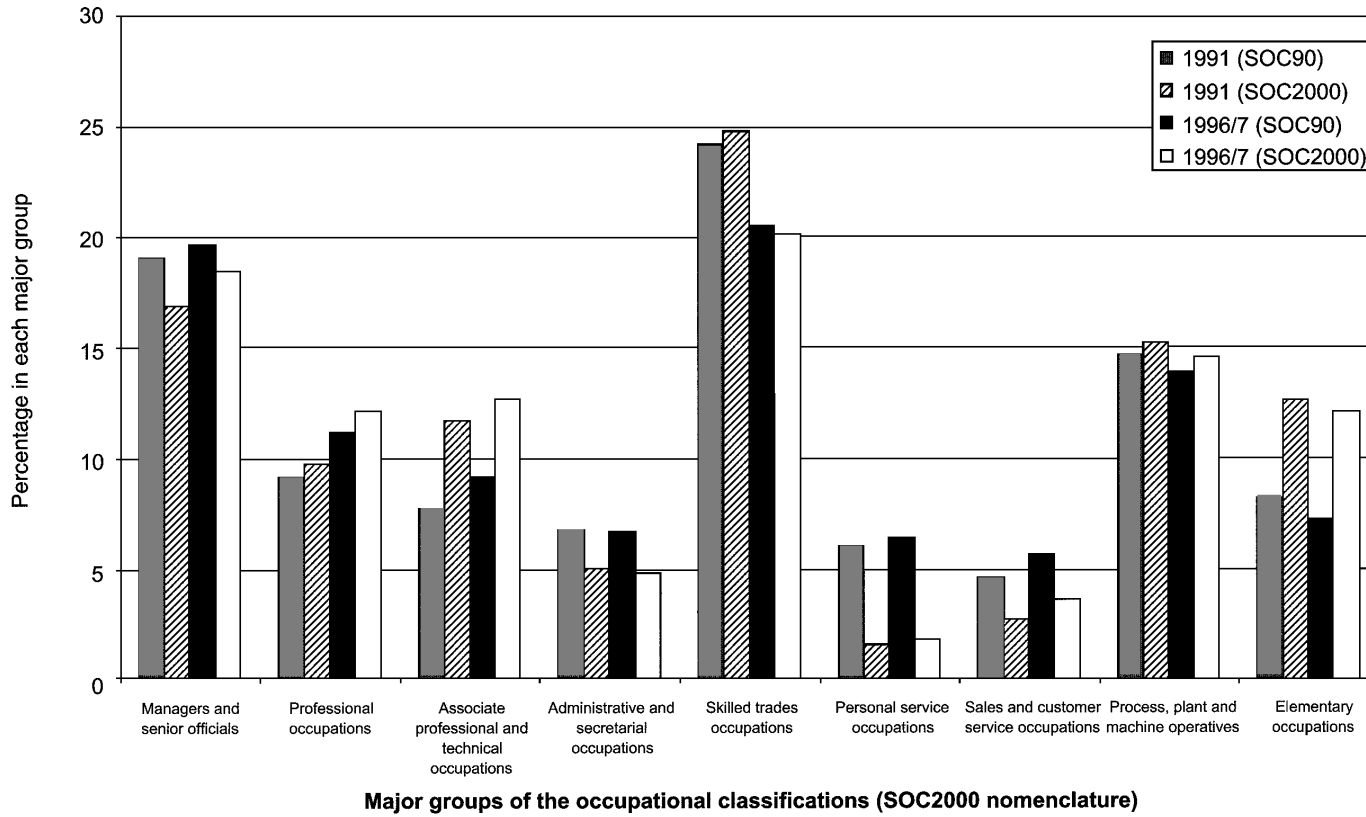
There are a number of areas where the move to SOC2000 will have a marked impact upon the perception of the occupational structure of employment. In major group 1 (*Managers and Senior Officials*) the tightening of the definition of managers reduces the size of this category significantly, especially for females (4 per cent reduction for females and 2 per cent reduction for males). Major group 3 (*Associate Professional and Technical Occupations*) increases in size, more so for men than for women. Major group 4 (*Administrative and Secretarial Occupations*) declines significantly for males and slightly for females. Major group 6 (*Personal Service Occupations*) declines sharply for males, by almost three-quarters, and by about a quarter for females. The shift of waiters, waitresses and bar staff to major group 9 (*Elementary Occupations*) has a marked effect upon the size of this major group, which rises from 8 per cent of male employment to over 12 per cent and from 9 per cent of female employment to over 16 per cent.

The effect of moving from SOC90 to SOC2000 is almost identical when comparing the 1991 Census data with the Winter 1996/7 quarter of the Labour Force Survey. Although changes in occupational structure are apparent between 1991 and 1996/7, notably the decline in skilled trades occupations for males and the decline in administrative, clerical and secretarial occupations for females, the relative effect of moving from the old to the new classification remains the same for each period. There is one exception however. For

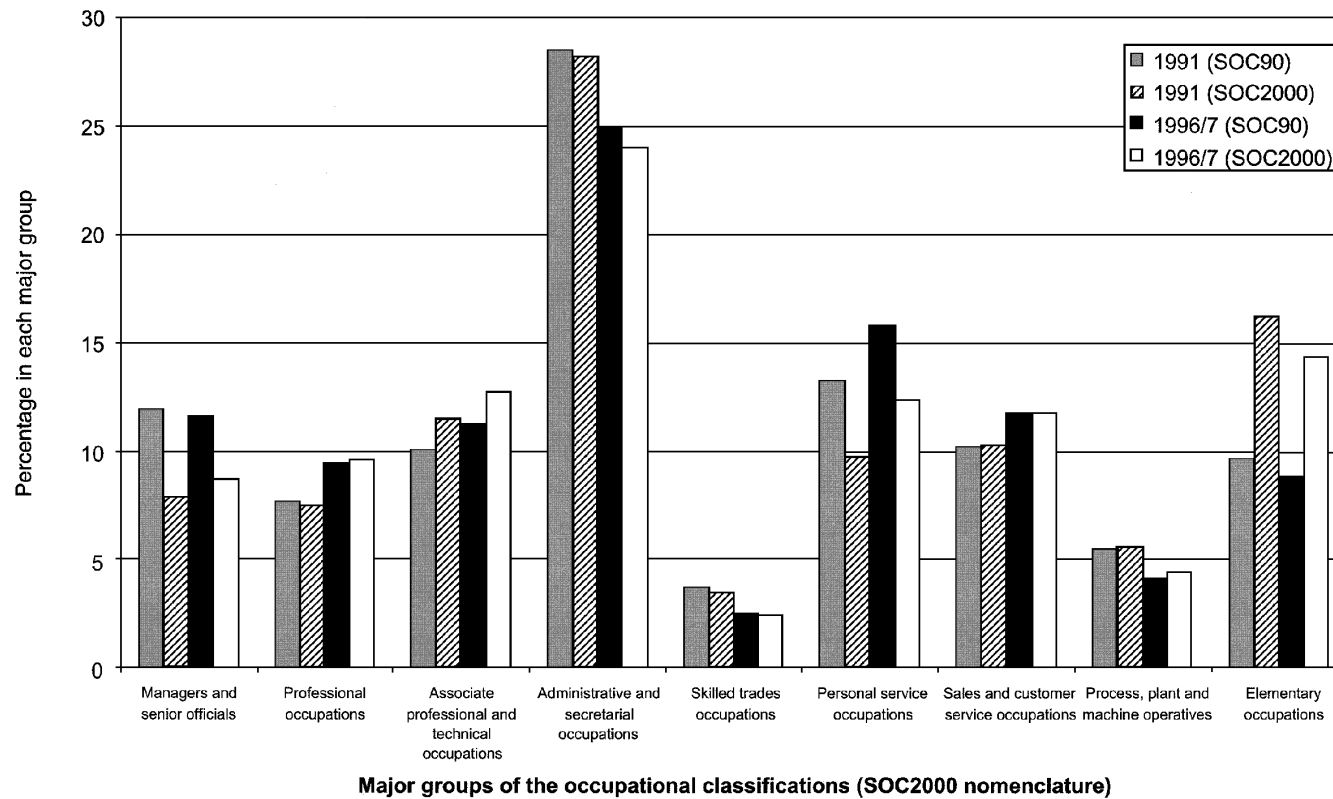
<sup>9</sup> The Labour Force Survey is coded by interviewers upon completion of a batch of interviews. The recoding of this same data to SOC2000 was undertaken by a small centralised team of office coders.

females, SOC90 appeared to indicate a slight decline in the proportion of employment classified to Major group 1 (*Managers and Senior Officials*) between 1991 and 1996/7. Redefinition of this group to exclude administrative occupations reveals some underlying growth in the more narrowly defined managerial category.

**Figure1: The changing structure of male employment, England and Wales, 1991 and 1996/7:  
a comparison of SOC90 and SOC2000**



**Figure 2: The changing structure of female employment, England and Wales, 1991 and 1996/7: a comparison of SOC90 and SOC2000**



#### 4. Updating of SOC

Changes occur in work organisation as a result of technological developments, 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. Such new occupations may become sufficiently important to warrant their recognition and inclusion in the classification. Additionally, new index entries for Volume 2 may be required.

The Occupational Information Unit, of the Office for National Statistics, set up to support SOC, would welcome information on such changes. This will be taken into account in the periodical updating of SOC. For SOC90 we published an updated edition of Volume 2 in 1995. For SOC2000 we are considering the production of more frequent updates to the index, not in printed form, but to the index file held electronically.

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## Standard Occupational Classification 2000 (SOC2000) Summary of Structure

The Standard Occupational Classification consists of the following major groups:

- 1 Managers and Senior Officials
- 2 Professional Occupations
- 3 Associate Professional and Technical Occupations
- 4 Administrative and Secretarial Occupations
- 5 Skilled Trades Occupations
- 6 Personal 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 2000 (SOC2000) Summary of Structure

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
<b>1</b>				<b>MANAGERS AND SENIOR OFFICIALS</b>
	<b>11</b>			<b><i>CORPORATE MANAGERS</i></b>
		<b>111</b>		<b>Corporate Managers And Senior Officials</b>
			1111	Senior officials in national government
			1112	Directors and chief executives of major organisations
			1113	Senior officials in local government
			1114	Senior officials of special interest organisations
		<b>112</b>		<b>Production Managers</b>
			1121	Production, works and maintenance managers
			1122	Managers in construction
			1123	Managers in mining and energy
		<b>113</b>		<b>Functional Managers</b>
			1131	Financial managers and chartered secretaries
			1132	Marketing and sales managers
			1133	Purchasing managers
			1134	Advertising and public relations managers
			1135	Personnel, training and industrial relations managers
			1136	Information and communication technology managers
			1137	Research and development managers
		<b>114</b>		<b>Quality And Customer Care Managers</b>
			1141	Quality assurance managers
			1142	Customer care managers
		<b>115</b>		<b>Financial Institution And Office Managers</b>
			1151	Financial institution managers
			1152	Office managers
		<b>116</b>		<b>Managers In Distribution, Storage And Retailing</b>
			1161	Transport and distribution managers
			1162	Storage and warehouse managers
			1163	Retail and wholesale managers

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>117</b>		<b>Protective Service Officers</b>
			1171	Officers in armed forces
			1172	Police officers (inspectors and above)
			1173	Senior officers in fire, ambulance, prison and related services
			1174	Security managers
		<b>118</b>		<b>Health And Social Services Managers</b>
			1181	Hospital and health service managers
			1182	Pharmacy managers
			1183	Healthcare practice managers
			1184	Social services managers
			1185	Residential and day care managers
	<b>12</b>			<b><i>MANAGERS AND PROPRIETORS IN AGRICULTURE AND SERVICES</i></b>
		<b>121</b>		<b>Managers In Farming, Horticulture, Forestry And Fishing</b>
			1211	Farm managers
			1212	Natural environment and conservation managers
			1219	Managers in animal husbandry, forestry and fishing n.e.c.
		<b>122</b>		<b>Managers And Proprietors In Hospitality And Leisure Services</b>
			1221	Hotel and accommodation managers
			1222	Conference and exhibition managers
			1223	Restaurant and catering managers
			1224	Publicans and managers of licensed premises
			1225	Leisure and sports managers
			1226	Travel agency managers
		<b>123</b>		<b>Managers And Proprietors In Other Service Industries</b>
			1231	Property, housing and land managers
			1232	Garage managers and proprietors
			1233	Hairdressing and beauty salon managers and proprietors
			1234	Shopkeepers and wholesale/retail dealers
			1235	Recycling and refuse disposal managers
			1239	Managers and proprietors in other services n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
2				<b>PROFESSIONAL OCCUPATIONS</b>
	21			<b><i>SCIENCE AND TECHNOLOGY PROFESSIONALS</i></b>
		211		<b>Science Professionals</b>
			2111	Chemists
			2112	Biological scientists and biochemists
			2113	Physicists, geologists and meteorologists
		212		<b>Engineering Professionals</b>
			2121	Civil engineers
			2122	Mechanical engineers
			2123	Electrical engineers
			2124	Electronics engineers
			2125	Chemical engineers
			2126	Design and development engineers
			2127	Production and process engineers
			2128	Planning and quality control engineers
			2129	Engineering professionals n.e.c.
		213		<b>Information And Communication Technology Professionals</b>
			2131	IT strategy and planning professionals
			2132	Software professionals
	22			<b><i>HEALTH PROFESSIONALS</i></b>
		221		<b>Health Professionals</b>
			2211	Medical practitioners
			2212	Psychologists
			2213	Pharmacists/pharmacologists
			2214	Ophthalmic opticians
			2215	Dental practitioners
			2216	Veterinarians
	23			<b><i>TEACHING AND RESEARCH PROFESSIONALS</i></b>
		231		<b>Teaching Professionals</b>
			2311	Higher education teaching professionals
			2312	Further education teaching professionals
			2313	Education officers, school inspectors
			2314	Secondary education teaching professionals
			2315	Primary and nursery education teaching professionals
			2316	Special needs education teaching professionals
			2317	Registrars and senior administrators of educational establishments
			2319	Teaching professionals n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>232</b>		<b>Research Professionals</b>
			2321	Scientific researchers
			2322	Social science researchers
			2329	Researchers n.e.c.
	<b>24</b>			<b><i>BUSINESS AND PUBLIC SERVICE PROFESSIONALS</i></b>
		<b>241</b>		<b>Legal Professionals</b>
			2411	Solicitors and lawyers, judges and coroners
			2419	Legal professionals n.e.c.
		<b>242</b>		<b>Business And Statistical Professionals</b>
			2421	Chartered and certified accountants
			2422	Management accountants
			2423	Management consultants, actuaries, economists and statisticians
		<b>243</b>		<b>Architects, Town Planners, Surveyors</b>
			2431	Architects
			2432	Town planners
			2433	Quantity surveyors
			2434	Chartered surveyors (not quantity surveyors)
		<b>244</b>		<b>Public Service Professionals</b>
			2441	Public service administrative professionals
			2442	Social workers
			2443	Probation officers
			2444	Clergy
		<b>245</b>		<b>Librarians And Related Professionals</b>
			2451	Librarians
			2452	Archivists and curators

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
3				<b>ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS</b>
	31			<b><i>SCIENCE AND TECHNOLOGY ASSOCIATE PROFESSIONALS</i></b>
		311		<b>Science And Engineering Technicians</b>
			3111	Laboratory technicians
			3112	Electrical/electronics technicians
			3113	Engineering technicians
			3114	Building and civil engineering technicians
			3115	Quality assurance technicians
			3119	Science and engineering technicians n.e.c.
		312		<b>Draughtspersons And Building Inspectors</b>
			3121	Architectural technologists and town planning technicians
			3122	Draughtspersons
			3123	Building inspectors
		313		<b>IT Service Delivery Occupations</b>
			3131	IT operations technicians
			3132	IT user support technicians
	32			<b><i>HEALTH AND SOCIAL WELFARE ASSOCIATE PROFESSIONALS</i></b>
		321		<b>Health Associate Professionals</b>
			3211	Nurses
			3212	Midwives
			3213	Paramedics
			3214	Medical radiographers
			3215	Chiropodists
			3216	Dispensing opticians
			3217	Pharmaceutical dispensers
			3218	Medical and dental technicians
		322		<b>Therapists</b>
			3221	Physiotherapists
			3222	Occupational therapists
			3223	Speech and language therapists
			3229	Therapists n.e.c.
		323		<b>Social Welfare Associate Professionals</b>
			3231	Youth and community workers
			3232	Housing and welfare officers

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
	33			<b><i>PROTECTIVE SERVICE OCCUPATIONS</i></b>
		331		<b>Protective Service Occupations</b>
			3311	NCOs and other ranks
			3312	Police officers (sergeant and below)
			3313	Fire service officers (leading fire officer and below)
			3314	Prison service officers (below principal officer)
			3319	Protective service associate professionals n.e.c.
	34			<b><i>CULTURE, MEDIA AND SPORTS OCCUPATIONS</i></b>
		341		<b>Artistic And Literary Occupations</b>
			3411	Artists
			3412	Authors, writers
			3413	Actors, entertainers
			3414	Dancers and choreographers
			3415	Musicians
			3416	Arts officers, producers and directors
		342		<b>Design Associate Professionals</b>
			3421	Graphic designers
			3422	Product, clothing and related designers
		343		<b>Media Associate Professionals</b>
			3431	Journalists, newspaper and periodical editors
			3432	Broadcasting associate professionals
			3433	Public relations officers
			3434	Photographers and audio-visual equipment operators
		344		<b>Sports And Fitness Occupations</b>
			3441	Sports players
			3442	Sports coaches, instructors and officials
			3443	Fitness instructors
			3449	Sports and fitness occupations n.e.c.
	35			<b><i>BUSINESS AND PUBLIC SERVICE ASSOCIATE PROFESSIONALS</i></b>
		351		<b>Transport Associate Professionals</b>
			3511	Air traffic controllers
			3512	Aircraft pilots and flight engineers
			3513	Ship and hovercraft officers
			3514	Train drivers



Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>352</b>		<b>Legal Associate Professionals</b>
			3520	Legal associate professionals
		<b>353</b>		<b>Business And Finance Associate Professionals</b>
			3531	Estimators, valuers and assessors
			3532	Brokers
			3533	Insurance underwriters
			3534	Finance and investment analysts/advisers
			3535	Taxation experts
			3536	Importers, exporters
			3537	Financial and accounting technicians
			3539	Business and related associate professionals n.e.c.
		<b>354</b>		<b>Sales And Related Associate Professionals</b>
			3541	Buyers and purchasing officers
			3542	Sales representatives
			3543	Marketing associate professionals
			3544	Estate agents, auctioneers
		<b>355</b>		<b>Conservation Associate Professionals</b>
			3551	Conservation and environmental protection officers
			3552	Countryside and park rangers
		<b>356</b>		<b>Public Service And Other Associate Professionals</b>
			3561	Public service associate professionals
			3562	Personnel and industrial relations officers
			3563	Vocational and industrial trainers and instructors
			3564	Careers advisers and vocational guidance specialists
			3565	Inspectors of factories, utilities and trading standards
			3566	Statutory examiners
			3567	Occupational hygienists and safety officers (health and safety)
			3568	Environmental health officers

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
4				<b>ADMINISTRATIVE AND SECRETARIAL OCCUPATIONS</b>
	41			<b>ADMINISTRATIVE OCCUPATIONS</b>
		411		<b>Administrative Occupations: Government And Related Organisations</b>
			4111	Civil Service executive officers
			4112	Civil Service administrative officers and assistants
			4113	Local government clerical officers and assistants
			4114	Officers of non-governmental organisations
		412		<b>Administrative Occupations: Finance</b>
			4121	Credit controllers
			4122	Accounts and wages clerks, book-keepers, other financial clerks
			4123	Counter clerks
		413		<b>Administrative Occupations: Records</b>
			4131	Filing and other records assistants/clerks
			4132	Pensions and insurance clerks
			4133	Stock control clerks
			4134	Transport and distribution clerks
			4135	Library assistants/clerks
			4136	Database assistants/clerks
			4137	Market research interviewers
		414		<b>Administrative Occupations: Communications</b>
			4141	Telephonists
			4142	Communication operators
		415		<b>Administrative Occupations: General</b>
			4150	General office assistants/clerks
	42			<b>SECRETARIAL AND RELATED OCCUPATIONS</b>
		421		<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

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
5				<b>SKILLED TRADES OCCUPATIONS</b>
	51			<b>SKILLED AGRICULTURAL TRADES</b>
		511		<b>Agricultural Trades</b>
			5111	Farmers
			5112	Horticultural trades
			5113	Gardeners and groundsman/groundswomen
			5119	Agricultural and fishing trades n.e.c.
	52			<b>SKILLED METAL AND ELECTRICAL TRADES</b>
		521		<b>Metal Forming, Welding And Related Trades</b>
			5211	Smiths and forge workers
			5212	Moulders, core makers, die casters
			5213	Sheet metal workers
			5214	Metal plate workers, shipwrights, riveters
			5215	Welding trades
			5216	Pipe fitters
		522		<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
		523		<b>Vehicle Trades</b>
			5231	Motor mechanics, auto engineers
			5232	Vehicle body builders and repairers
			5233	Auto electricians
			5234	Vehicle spray painters
		524		<b>Electrical Trades</b>
			5241	Electricians, electrical fitters
			5242	Telecommunications engineers
			5243	Lines repairers and cable jointers
			5244	TV, video and audio engineers
			5245	Computer engineers, installation and maintenance
			5249	Electrical/electronics engineers n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
	53			<b><i>SKILLED CONSTRUCTION AND BUILDING TRADES</i></b>
		531		<b>Construction Trades</b>
			5311	Steel erectors
			5312	Bricklayers, masons
			5313	Roofers, roof tilers and slaters
			5314	Plumbers, heating and ventilating engineers
			5315	Carpenters and joiners
			5316	Glaziers, window fabricators and fitters
			5319	Construction trades n.e.c.
		532		<b>Building Trades</b>
			5321	Plasterers
			5322	Floorers and wall tilers
			5323	Painters and decorators
	54			<b><i>TEXTILES, PRINTING AND OTHER SKILLED TRADES</i></b>
		541		<b>Textiles And Garments Trades</b>
			5411	Weavers and knitters
			5412	Upholsterers
			5413	Leather and related trades
			5414	Tailors and dressmakers
			5419	Textiles, garments and related trades n.e.c.
		542		<b>Printing Trades</b>
			5421	Originators, compositors and print preparers
			5422	Printers
			5423	Bookbinders and print finishers
			5424	Screen printers
		543		<b>Food Preparation Trades</b>
			5431	Butchers, meat cutters
			5432	Bakers, flour confectioners
			5433	Fishmongers, poultry dressers
			5434	Chefs, cooks
		549		<b>Skilled Trades n.e.c.</b>
			5491	Glass and ceramics makers, decorators and finishers
			5492	Furniture makers, other craft woodworkers
			5493	Pattern makers (moulds)
			5494	Musical instrument makers and tuners
			5495	Goldsmiths, silversmiths, precious stone workers
			5496	Floral arrangers, florists
			5499	Hand craft occupations n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
6				<b>PERSONAL SERVICE OCCUPATIONS</b>
	61			<b><i>CARING PERSONAL SERVICE OCCUPATIONS</i></b>
		611		<b>Healthcare And Related Personal Services</b>
			6111	Nursing auxiliaries and assistants
			6112	Ambulance staff (excluding paramedics)
			6113	Dental nurses
			6114	Houseparents and residential wardens
			6115	Care assistants and home carers
		612		<b>Childcare And Related Personal Services</b>
			6121	Nursery nurses
			6122	Childminders and related occupations
			6123	Playgroup leaders/assistants
			6124	Educational assistants
		613		<b>Animal Care Services</b>
			6131	Veterinary nurses and assistants
			6139	Animal care occupations n.e.c.
	62			<b><i>LEISURE AND OTHER PERSONAL SERVICE OCCUPATIONS</i></b>
		621		<b>Leisure And Travel Service Occupations</b>
			6211	Sports and leisure assistants
			6212	Travel agents
			6213	Travel and tour guides
			6214	Air travel assistants
			6215	Rail travel assistants
			6219	Leisure and travel service occupations n.e.c.
		622		<b>Hairdressers And Related Occupations</b>
			6221	Hairdressers, barbers
			6222	Beauticians and related occupations
		623		<b>Housekeeping Occupations</b>
			6231	Housekeepers and related occupations
			6232	Caretakers
		629		<b>Personal Services Occupations n.e.c.</b>
			6291	Undertakers and mortuary assistants
			6292	Pest control officers

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
7				<b>SALES AND CUSTOMER SERVICE OCCUPATIONS</b>
	71			<b><i>SALES OCCUPATIONS</i></b>
		711		<b>Sales Assistants And Retail Cashiers</b>
			7111	Sales and retail assistants
			7112	Retail cashiers and check-out operators
			7113	Telephone salespersons
		712		<b>Sales Related Occupations</b>
			7121	Collector salespersons and credit agents
			7122	Debt, rent and other cash collectors
			7123	Roundsmen/women and van salespersons
			7124	Market and street traders and assistants
			7125	Merchandisers and window dressers
			7129	Sales related occupations n.e.c.
	72			<b><i>CUSTOMER SERVICE OCCUPATIONS</i></b>
		721		<b>Customer Service Occupations</b>
			7211	Call centre agents/operators
			7212	Customer care occupations

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
8				<b>PROCESS, PLANT AND MACHINE OPERATIVES</b>
	81			<b><i>PROCESS, PLANT AND MACHINE OPERATIVES</i></b>
		811		<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.
		812		<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
			8129	Plant and machine operatives n.e.c.
		813		<b>Assemblers And Routine Operatives</b>
			8131	Assemblers (electrical products)
			8132	Assemblers (vehicles and metal goods)
			8133	Routine inspectors and testers
			8134	Weighers, graders, sorters
			8135	Tyre, exhaust and windscreen fitters
			8136	Clothing cutters
			8137	Sewing machinists
			8138	Routine laboratory testers
			8139	Assemblers and routine operatives n.e.c.
		814		<b>Construction Operatives</b>
			8141	Scaffolders, staggers, riggers
			8142	Road construction operatives
			8143	Rail construction and maintenance operatives
			8149	Construction operatives n.e.c.
	82			<b><i>TRANSPORT AND MOBILE MACHINE DRIVERS AND OPERATIVES</i></b>
		821		<b>Transport Drivers And Operatives</b>
			8211	Heavy goods vehicle drivers
			8212	Van drivers
			8213	Bus and coach drivers
			8214	Taxi, cab drivers and chauffeurs
			8215	Driving instructors

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
			8216	Rail transport operatives
			8217	Seafarers (merchant navy); barge, lighter and boat operatives
			8218	Air transport operatives
			8219	Transport operatives n.e.c.
		<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.



Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
9				<b>ELEMENTARY OCCUPATIONS</b>
	91			<b><i>ELEMENTARY TRADES, PLANT AND STORAGE RELATED OCCUPATIONS</i></b>
		911		<b>Elementary Agricultural Occupations</b>
			9111	Farm workers
			9112	Forestry workers
			9119	Fishing and agriculture related occupations n.e.c.
		912		<b>Elementary Construction Occupations</b>
			9121	Labourers in building and woodworking trades
			9129	Labourers in other construction trades n.e.c.
		913		<b>Elementary Process Plant Occupations</b>
			9131	Labourers in foundries
			9132	Industrial cleaning process occupations
			9133	Printing machine minders and assistants
			9134	Packers, bottlers, canners, fillers
			9139	Labourers in process and plant operations n.e.c.
		914		<b>Elementary Goods Storage Occupations</b>
			9141	Stevedores, dockers and slingers
			9149	Other goods handling and storage occupations n.e.c.
	92			<b><i>ELEMENTARY ADMINISTRATION AND SERVICE OCCUPATIONS</i></b>
		921		<b>Elementary Administration Occupations</b>
			9211	Postal workers, mail sorters, messengers, couriers
			9219	Elementary office occupations n.e.c.
		922		<b>Elementary Personal Services Occupations</b>
			9221	Hospital porters
			9222	Hotel porters
			9223	Kitchen and catering assistants
			9224	Waiters, waitresses
			9225	Bar staff
			9226	Leisure and theme park attendants
			9229	Elementary personal services occupations n.e.c.

Major Group	Sub-Major Group	Minor Group	Unit Group	Group Title
		<b>923</b>		<b>Elementary Cleaning Occupations</b>
			9231	Window cleaners
			9232	Road sweepers
			9233	Cleaners, domestics
			9234	Launderers, dry cleaners, pressers
			9235	Refuse and salvage occupations
			9239	Elementary cleaning occupations n.e.c.
		<b>924</b>		<b>Elementary Security Occupations</b>
			9241	Security guards and related occupations
			9242	Traffic wardens
			9243	School crossing patrol attendants
			9244	School mid-day assistants
			9245	Car park attendants
			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.

## **MAJOR GROUP 1 MANAGERS AND SENIOR OFFICIALS**

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

- 111 CORPORATE MANAGERS AND SENIOR OFFICIALS**
- 112 PRODUCTION MANAGERS**
- 113 FUNCTIONAL MANAGERS**
- 114 QUALITY AND CUSTOMER CARE MANAGERS**
- 115 FINANCIAL INSTITUTION AND OFFICE MANAGERS**
- 116 MANAGERS IN DISTRIBUTION, STORAGE AND RETAILING**
- 117 PROTECTIVE SERVICE OFFICERS**
- 118 HEALTH AND SOCIAL SERVICES MANAGERS**

### **12 MANAGERS AND PROPRIETORS IN AGRICULTURE AND SERVICES**

- 121 MANAGERS IN FARMING, HORTICULTURE, FORESTRY AND FISHING**
- 122 MANAGERS AND PROPRIETORS IN HOSPITALITY AND LEISURE SERVICES**
- 123 MANAGERS AND PROPRIETORS IN OTHER SERVICE INDUSTRIES**

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## SUB-MAJOR GROUP 11 CORPORATE MANAGERS

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.

### MINOR GROUP 111 CORPORATE MANAGERS AND SENIOR OFFICIALS

Job holders in this minor group formulate national and local government policy; plan, organise and direct government departments and plan and organise (usually with other managers) the operations of large companies and organisations employing over 500 people.

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

#### 1111 SENIOR OFFICIALS IN NATIONAL GOVERNMENT

#### 1112 DIRECTORS AND CHIEF EXECUTIVES OF MAJOR ORGANISATIONS

#### 1113 SENIOR OFFICIALS IN LOCAL GOVERNMENT

#### 1114 SENIOR OFFICIALS OF SPECIAL INTEREST ORGANISATIONS

#### 1111 SENIOR OFFICIALS IN NATIONAL GOVERNMENT

Job holders in this unit group formulate and ratify legislation and government policy, act as elected representatives of either Parliament, European Parliament, Regional Parliaments or Assemblies, act as representatives of the government and direct the diplomatic operations of government departments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is either by appointment, election or internal promotion.

#### TASKS

- evaluates departmental activities, discusses problems with government officials and administrators, notes national and international opinion and formulates departmental policy;
- recommends or reviews potential policy or legislation and offers advice and opinions on current policy;
- investigates matters of concern to the general public or particular groups and recommends government action where appropriate;
- advises on interpretation and implementation of policy decisions, acts and regulations;

- tables questions to ministers and introduces proposals for government action.

#### RELATED JOB TITLES

Assistant secretary/Grade 5 (*government*)  
Diplomat  
Member of European Parliament  
Member of Parliament  
Permanent secretary (*government*)

### 1112 DIRECTORS AND CHIEF EXECUTIVES OF MAJOR ORGANISATIONS

Workers in this unit group head large enterprises and organisations employing over 500 people at single or multiple site establishments. They plan, direct and co-ordinate, with other managers, the resources necessary for operations such as processing, production, construction, maintenance, transport, storage, handling and warehousing, the resources of offices performing clerical and related functions and the specialist activities of enterprises and organisations not elsewhere classified.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is either by appointment, election or internal promotion.

#### TASKS

- analyses economic, social, legal and other data and plans, formulates and directs the operation of a company or organisation;
- consults with subordinates to formulate, implement and review company policy;
- 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;
- authorises funding for policy implementation programmes and institutes reporting, auditing and control systems.

#### RELATED JOB TITLES

Chief executive (*major organisation*)  
Company director (*major organisation*)  
Director (*major organisation*)  
General manager (*major organisation*)  
Managing director (*major organisation*)

### 1113 SENIOR OFFICIALS IN LOCAL GOVERNMENT

Workers in this unit group participate in the formulation and implementation of local government policies, ensure that legal, statutory and other provisions concerning the running of a local authority are observed, organise local authority office work and resources.

#### 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. Entry is also possible by internal promotion.

#### TASKS

- evaluates departmental performance, discusses problems with other officials and formulates departmental policies;
- negotiates and monitors contracted out services provided by the private sector;
- studies and acts upon any legislation that may affect the local authority;
- represents the authority in its dealings with other authorities and interest organisations;
- advises on the interpretation and implementation of local government policy.

#### RELATED JOB TITLES

Chief executive (*local government*)  
Town clerk

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## 1114 SENIOR OFFICIALS OF SPECIAL INTEREST ORGANISATIONS

Workers in this unit group ensure that legal, statutory and other regulations concerning the running of trade associations, employers associations, learned societies, trade unions, charitable organisations and similar bodies are observed and act as representatives of the organisation concerned.

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### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common by election, internal promotion or direct appointment and is usually based on relevant experience although some employers also require candidates to have academic qualifications.

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### TASKS

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- plans, organises, co-ordinates and directs the resources of special interest organisations;
- formulates and directs the implementation of organisation policy;
- represents union, association or organisation in consultation or negotiation with government, employers and other bodies;
- 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.

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### RELATED JOB TITLES

General Secretary (*trade union*)  
Manager (*charitable organisation*)  
National organiser (*charitable organisation*)  
Ombudsman

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## MINOR GROUP 112 PRODUCTION MANAGERS

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

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

### 1121 PRODUCTION, WORKS AND MAINTENANCE MANAGERS

#### 1122 MANAGERS IN CONSTRUCTION

#### 1123 MANAGERS IN MINING AND ENERGY

#### 1121 PRODUCTION, WORKS AND MAINTENANCE MANAGERS

Production, works and maintenance managers plan, organise, direct and co-ordinate the activities and resources necessary for production in manufacturing industries and 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, relevant experience or without academic qualifications. On-the-job training is provided and professional qualifications are available.

#### TASKS

- liaises with other managers to plan overall production activity and daily manufacturing and maintenance activity;
- 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;
- arranges for regular inspections of plant, machinery and equipment to detect wear or deterioration;

- establishes causes of breakdowns, arranges for any necessary repairs, keeps records of faults and checks completed maintenance work for compliance with statutory regulations.

#### RELATED JOB TITLES

Engineering manager  
Factory manager  
Production manager  
Service manager  
Shift manager  
Works manager

#### 1122 MANAGERS IN CONSTRUCTION

Managers in construction plan, organise, direct, co-ordinate 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, relevant experience or without academic qualifications. On-the-job training is provided and professional qualifications are available.

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**TASKS**

- receives invitations to tender, arranges for estimates and liaises with client, architect and engineers to prepare contract documents;
- plans site layout and access routes, advises on technical problems and staffing, oversees implementation of site security and safety procedures;
- plans, directs and co-ordinates the construction and maintenance of civil and structural engineering works, including demolition contracts, open-cast mining works and pipeline and piling contracts;
- examines designs, drawings and specifications, confirms programme of building work and lays down building lines, levels, etc.;
- monitors and 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**

Clerk of works  
 Construction manager  
 Contracts manager (*building and contracting*)  
 Site manager

**1123 MANAGERS IN MINING AND ENERGY**

Managers 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/SQA award, a degree or equivalent qualification and/or with relevant experience. Some apprenticeships are available. 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.

**RELATED JOB TITLES**

Operations manager (*mining, water and energy*)  
 Overman/woman  
 Quarry manager



## MINOR GROUP 113 FUNCTIONAL MANAGERS

Functional managers plan, organise and advise on specialist functions or fields of activity in an organisation. They formulate and administer policies concerning the legal, financial, marketing, sales, purchasing, work methods, public relations, personnel, information and communication technology, and the research and development operations of an organisation.

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

### 1131 FINANCIAL MANAGERS AND CHARTERED SECRETARIES

### 1132 MARKETING AND SALES MANAGERS

### 1133 PURCHASING MANAGERS

### 1134 ADVERTISING AND PUBLIC RELATIONS MANAGERS

### 1135 PERSONNEL, TRAINING AND INDUSTRIAL RELATIONS MANAGERS

### 1136 INFORMATION AND COMMUNICATION TECHNOLOGY MANAGERS

### 1137 RESEARCH AND DEVELOPMENT MANAGERS

#### 1131 FINANCIAL MANAGERS AND CHARTERED SECRETARIES

Financial managers plan, organise, direct and co-ordinate financial information and advise on company financial policy. Chartered secretaries organise and direct the work associated with meetings of directors and shareholders, act as company representatives, control share registration work in commercial enterprises, advise on company law and ensure that all related regulations concerning the running of a company are observed.

collection and analysis of accounting, budgetary and related information;

- liaises with other managers to determine company financial policy and staffing levels appropriate for accounting activities;
- advises on company law or practice and ensures that company's articles and memorandum of association are adhered to;
- maintains share registers in accordance with the Companies Act and deals with all matters relating to the sale, transfer and purchase of shares.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with either GCSEs/S grades, A levels/H grades, a BTEC/SQA award, a degree or equivalent qualification. Professional qualifications are available and are required for certain posts.

#### RELATED JOB TITLES

Company registrar  
Company treasurer  
Credit manager  
Finance manager  
Financial director  
Merchant banker

#### TASKS

- advises on financial matters, plans external and internal audit programmes and arranges for the

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## 1132 MARKETING AND SALES MANAGERS

Marketing and sales managers plan, organise, direct and undertake market research and formulate and implement 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 Management are available at Level 4.

### TASKS

- liaises with other managers/staff to determine the range of goods or services to be sold;
- discusses employer's or client's requirements, plans surveys and analyses customers' reactions to product, packaging, price, etc.;
- examines and analyses sales figures and prepares proposals for marketing campaigns and promotional activities;
- controls the recruitment and training of sales staff;
- produces reports and recommendations concerning marketing and sales strategies.

### RELATED JOB TITLES

Business development manager  
Commercial manager  
Export manager  
Marketing manager  
Product manager  
Sales and marketing director  
Sales manager

## 1133 PURCHASING MANAGERS

Purchasing managers (not retail) plan, organise, direct and co-ordinate the purchasing policies and activities of industrial, commercial and government.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with A levels/H grades, a BTEC/SQA award, a degree or equivalent qualification. Off- and on-the-job training is provided and professional qualifications are available.

### TASKS

- assesses the type, quality, quantity and price of items and dates when they must be available;
- decides on whether orders should be put out to tender and evaluates suppliers' quotes;
- negotiates contract with supplier and draws up contract documents;
- arranges for quality checks of incoming goods;
- interviews suppliers' representatives and visits trade fairs.

### RELATED JOB TITLES

Purchasing director  
Purchasing manager  
Supplies manager

## 1134 ADVERTISING AND PUBLIC RELATIONS MANAGERS

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

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards, although most entrants possess A levels/H grades, a degree or equivalent qualification. Entry is also possible with professional qualifications and/or relevant experience. Off- and on-the-job training is provided. NVQs/SVQs in both Advertising and Public Relations are available at Levels 3 and 4.

**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**

Advertising manager  
Media director  
Public relations manager  
Publicity manager

**1135 PERSONNEL, TRAINING AND INDUSTRIAL RELATIONS MANAGERS**

Job holders within this unit group plan, organise, 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 Personnel Support, Personnel Management and Personnel Strategy are available at Levels 3, 4 and 5 respectively. NVQs/SVQs in Training and Development are available at Levels 3 and 4.

**TASKS**

- determines staffing needs;
- prepares job descriptions, drafts advertisements and interviews candidates;
- monitors employee performance and discusses career development needs with employees;
- provides or arranges for provision of training courses;
- undertakes industrial relations negotiations with employees representatives or trade unions;
- develops and administers salary, health and safety and promotion policies;
- examines and reports upon company and departmental structures, chains of command, information flows, etc. and evaluates efficiency of existing operations;
- considers alternative work procedures to improve productivity.

**RELATED JOB TITLES**

Human resources manager  
Industrial relations manager  
Personnel manager  
Training manager  
Works study manager

**1136 INFORMATION AND COMMUNICATION TECHNOLOGY MANAGERS**

Job holders in this unit group plan, organise, direct and co-ordinate the work necessary to operate and provide information communication technology services, to maintain and develop associated network facilities and to provide software and hardware support.

**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. Off- and

on-the-job training is provided. Modern Apprenticeships, professional qualifications and NVQs/SVQs at Levels 2, 3 and 4 are available.

#### **TASKS**

- plans, organises and directs the information and communication technology resources of an organisation;
- liaises with user group representatives to clarify requirements and development needs;
- implements feasibility studies to guide the development and direction of Information and Communication Technology (ICT) systems;
- plans work schedules and assigns tasks to ICT staff;
- advises on the uses and capabilities of ICT services;
- co-ordinates the introduction of new ICT systems or the modification of existing systems.

#### **RELATED JOB TITLES**

Computer manager  
Computer operations manager  
Data processing manager  
IT manager  
Systems manager  
Telecom manager

### **1137 RESEARCH AND DEVELOPMENT MANAGERS**

Managers in this unit group plan, organise, co-ordinate and direct 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 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 manufacturing problems and investigations;
- develops research methodology, implements and reports upon research investigations undertaken;
- plans work schedules, assigns tasks and delegates responsibilities of the research and development team;
- monitors the standards of scientific and technical research undertaken by research team.

#### **RELATED JOB TITLES**

Director of research  
Laboratory manager  
Research manager

## MINOR GROUP 114 QUALITY AND CUSTOMER CARE MANAGERS

Quality and customer care managers plan, organise, co-ordinate and direct resources necessary for measuring, monitoring and reporting upon the qualitative aspects of a product or service, and for receiving and dealing with the responses, complaints and further needs of customers.

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

### 1141 QUALITY ASSURANCE MANAGERS

### 1142 CUSTOMER CARE MANAGERS

#### 1141 QUALITY ASSURANCE MANAGERS

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

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards. Formal academic requirements will vary between occupations. Entry is possible with GCSEs/S grades, A levels/H grades, a BTEC/SQA award, a degree or equivalent qualification and/or with relevant experience. Off- and on-the-job training is provided. 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 report 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;

- attends meetings with managers to discuss quality related problems and possible methods for quality improvement.

#### RELATED JOB TITLES

Quality assurance manager  
Quality control manager  
Quality manager

#### 1142 CUSTOMER CARE MANAGERS

Workers in this unit group plan, organise, co-ordinate and direct resources necessary for receiving and dealing with the responses, complaints or further requirements of purchasers and users of a product or service.

#### 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.

#### TASKS

- develop and implement policies and procedures to deal effectively with customer requirements and complaints;

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- co-ordinates and controls the work of those within customer services departments;
- discuss customer responses with other managers with a view to improving the product or service provided;
- plan, co-ordinate and direct the operations of help and advisory services to provide support for customers and users.

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**RELATED JOB TITLES**

Customer relations manager  
Customer service manager  
Help desk manager

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## MINOR GROUP 115

### FINANCIAL INSTITUTION AND OFFICE MANAGERS

Workers in this minor group organise, co-ordinate and direct the day-to-day running of banks, building societies, post offices, insurance companies and other financial institutions.

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

#### 1151 FINANCIAL INSTITUTION MANAGERS

#### 1152 OFFICE MANAGERS

##### 1151 FINANCIAL INSTITUTION MANAGERS

Job holders in this unit group 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 Advanced GNVQ/GSVQ Level III, A levels/H grades, 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.

##### RELATED JOB TITLES

Bank manager  
Branch manager (*bank, building society*)  
Building society manager  
Post Office manager  
Sub-postmaster

##### 1152 OFFICE MANAGERS

Workers in this unit group plan, organise, direct and co-ordinate the activities and resources of offices within commercial, public and other organisations.

##### 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 occupations.

##### 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, directs 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**

Accounts manager  
Administration manager  
Office manager

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## MINOR GROUP 116

### MANAGERS IN DISTRIBUTION, STORAGE AND RETAILING

Managers in distribution, storage and retailing plan, organise, direct and co-ordinate the activities and resources necessary for the efficient and convenient transportation of passengers or freight, the loading, unloading, storage and distribution of goods and materials, and the sale of wholesale and retail goods to customers.

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

#### 1161 TRANSPORT AND DISTRIBUTION MANAGERS

#### 1162 STORAGE AND WAREHOUSE MANAGERS

#### 1163 RETAIL AND WHOLESALE MANAGERS

#### 1161 TRANSPORT AND DISTRIBUTION MANAGERS

Transport and distribution managers 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 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).

#### 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

Harbour master  
Station master  
Traffic manager  
Transport manager

#### 1162 STORAGE AND WAREHOUSE MANAGERS

Managers within this unit group plan, organise, direct and co-ordinate the procedures and resources necessary for the receipt, storage and warehousing of goods and for the maintenance of stocks at an optimal level.

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### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may be required for some posts and entry is also possible with relevant experience. Training is usually provided on-the-job. NVQs/SVQs in Distribution and Warehousing Operations are available at Levels 2, 3 and 4.

#### 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

Parts manager  
Stock control manager  
Stores manager  
Warehouse manager

### 1163 RETAIL AND WHOLESALE MANAGERS

Retail and wholesale managers plan, organise, direct and co-ordinate the operations of retail and wholesale establishments.

### 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

- provides information about merchandise to staff and customers;
- ensures that adequate reserves of merchandise are held and that stock keeping is carried out efficiently;
- maintains financial and other 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

Baker's manager  
Garden centre manager  
Retail manager  
Shop manager (*retail trade*)  
Showroom manager  
Wholesale manager

## MINOR GROUP 117 PROTECTIVE SERVICE OFFICERS

Protective service officers manage the operations of police stations, fire stations and prisons, supervise customs, excise and immigration staff and assist with 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 POLICE OFFICERS (INSPECTORS AND ABOVE)

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

### 1174 SECURITY MANAGERS

#### 1171 OFFICERS IN ARMED FORCES

Workers in this unit group 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 the UK armed forces is possible with GCSEs/S grades, 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 training and military 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;

- monitors record keeping systems and prepares reports and expenditure estimates.

#### RELATED JOB TITLES

Captain  
Commissioned officer  
Flight-Lieutenant  
Lieutenant  
Lieutenant-Commander  
Major  
Squadron Leader

#### 1172 POLICE OFFICERS (INSPECTORS AND ABOVE)

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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is only possible by internal promotion from sergeant. Degree or equivalent qualification holders may obtain accelerated promotion. All police forces have age restrictions and medical requirements.

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**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**

Assistant chief constable  
 Chief constable  
 Chief inspector (*police service*)  
 Chief superintendent (*police service*)  
 Deputy chief constable

### **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 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 fire officer is achieved by internal promotion from Fireman, Leading fireman or Sub-officer. Entry to senior positions within the prison service and customs and excise are either by internal promotion or by open competition. Candidates typically possess a degree or equivalent qualification.

Entry to the prison service is also subject to age and height restrictions. Entry to senior positions within the ambulance service is largely by internal promotion from supervisory roles.

**TASKS**

- liaises with 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 prisoner on arrival and discharge/departure, receive reports on disciplinary problems and decide on appropriate action and make periodic checks on internal and external security;
- 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**

Chief immigration officer  
 Chief preventive officer  
 Fire officer  
 Governor (*prison service*)  
 Principal officer (*prison service*)  
 Station officer (*ambulance service*)

## 1174 SECURITY MANAGERS

Managers in this unit group plan, organise, direct and co-ordinate the resources and activities necessary for the provision of private detective services and security measures for individuals, establishments, organisations or for broader geographical areas.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Appointment may occur through promotion from supervisory security posts. Professional qualifications are available and may be required by some employers. Off- and on-the-job training is provided. NVQs/SVQs at Levels 2 and 3 are available.

### TASKS

- plans work schedules, assigns tasks and delegates responsibilities of detective and security staff;
- analyses current security requirements, advises clients, and develops and implements appropriate security measures;
- oversees the security clearance of new members of an organisation;
- arranges for the monitoring, reporting and reviewing of present procedures with a view to improving the efficacy of security arrangements;
- ensures that the activities of detective and security staff comply with legal requirements and liaises with civil law enforcement authorities where necessary.

### RELATED JOB TITLES

Operations manager (*security services*)  
 Owner (*detective agency*)  
 Owner (*security services*)  
 Security manager

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## MINOR GROUP 118 HEALTH AND SOCIAL SERVICES MANAGERS

Managers 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 care establishments and other welfare services.

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

### 1181 HOSPITAL AND HEALTH SERVICE MANAGERS

### 1182 PHARMACY MANAGERS

### 1183 HEALTHCARE PRACTICE MANAGERS

### 1184 SOCIAL SERVICES MANAGERS

### 1185 RESIDENTIAL AND DAY CARE MANAGERS

#### 1181 HOSPITAL AND HEALTH SERVICE MANAGERS

Managers 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 level.

#### 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 vary between regions and occupational areas.

#### TASKS

- the day-to-day management of a service or unit;
- liaises with health care professionals to determine short and long term needs and how to meet these objectives within budgetary constraints;
- negotiates contracts with providers and purchasers of health care services;
- monitor and report upon the effectiveness of services with a view to improving the efficiency of health care provision.

#### RELATED JOB TITLES

Clinical manager  
Health service manager  
Manager (*hospital service*)

#### 1182 PHARMACY MANAGERS

Pharmacy managers plan, organise, co-ordinate and direct the resources and activities of retail, hospital and industrial pharmacies.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Pharmacists require an accredited university degree in pharmacy. Pharmacists working in hospital or industrial posts usually possess a postgraduate qualification. Professional qualifications are available and mandatory for pharmacists working in retail and hospital posts.

#### TASKS

- prepare and dispense medicines to hospital patients and on prescription to the general public;
- advise customers on how to use prescribed medicines and provide information on the sale of over the counter medicines;

- responsible for stock control, ordering, labelling, maintaining prescription files and recording the issue of narcotics, poisons and other habit forming drugs;
- liaises with other health care professionals with regards to the supply and form of appropriate medications;
- research, develop, test and manufacture new pharmaceutical products.

#### RELATED JOB TITLES

Pharmacist's manager  
Shop manager (*retail trade, pharmacists*)

### 1183 HEALTHCARE PRACTICE MANAGERS

Job holders in this unit group plan, organise, direct and co-ordinate the work and resources of medical, dental and other forms of health care practice.

#### 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;
- 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;
- responsible for budgeting, pricing and accounting activities within the practice.

#### RELATED JOB TITLES

Medical practice manager (*health services*)

### 1184 SOCIAL SERVICES MANAGERS

Job holders in this unit group 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 who are mentally or physically ill.

#### 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 are available.

#### TASKS

- responsibility for meeting the statutory requirements of local authority social services departments;
- 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

Social services manager  
Team manager (*social services*)

### 1185 RESIDENTIAL AND DAY CARE MANAGERS

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

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no pre-set entry standards. Entry is based largely upon experience. Off- and on-the-job training is provided. NVQs/SVQs in Care and Community Work are available at Levels 2, 3 and 4.

### TASKS

- 1 • determines staffing, financial, material and other short and long term requirements;
- 2 • plans work schedules, assigns tasks and delegates responsibilities of staff;
- 3 • arranges for payment of bills, keeps accounts and adheres to health, safety and other statutory requirements;
- 4 • maintains contact between residents and the local community and/or family and friends;
- 5 • ensures that residents have access to health and social care services as required;
- 6 • creates a friendly secure atmosphere to gain the trust and confidence of those in the home or under supervision;
- 7 • ensures that the physical comfort and all material needs of residents are provided and attempts to resolve problems that may arise.

### RELATED JOB TITLES

Care manager  
 Manager (*nursing home*)  
 Owner (*retirement home*)  
 Residential manager



## SUB-MAJOR GROUP 12

### MANAGERS AND PROPRIETORS IN AGRICULTURE AND SERVICES

Job holders in this sub-major group manage agricultural, forestry, fishing and environmental operations; co-ordinate and direct the activities of restaurants, hotels, entertainment establishments, sports and leisure facilities, travel and property agencies, independent shops, garages, hairdressers and other services.

#### MINOR GROUP 121

#### MANAGERS IN FARMING, HORTICULTURE, FORESTRY AND FISHING

Workers in this minor group plan, organise, direct, and control the activities and resources of agricultural, forestry, fishing and similar establishments and are responsible for the protection and management of the natural environment.

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

##### 1211 FARM MANAGERS

##### 1212 NATURAL ENVIRONMENT AND CONSERVATION MANAGERS

##### 1219 MANAGERS IN ANIMAL HUSBANDRY, FORESTRY AND FISHING NEC

#### 1211 FARM MANAGERS

Managers 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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Most farm and horticultural managers have a vocational agricultural qualification. These range from BTEC/SQA awards to postgraduate qualifications in farm business organisation and management. Candidates must normally have had practical agricultural experience before starting a course. 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 to be grown or livestock raised;
- plans intensity and sequence of farm operations and orders seed, fertiliser, farming equipment and other supplies;
- markets and arranges for the sale of crops, livestock and other farm produce.

#### RELATED JOB TITLES

Farm manager  
Manager (*agriculture*)  
Manager (*horticulture*)

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## 1212 NATURAL ENVIRONMENT AND CONSERVATION MANAGERS

Workers in this unit group plan, co-ordinate, direct and organise the resources and activities necessary for the protection, maintenance and management of the general environment or of specific areas designated to be of special status.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a BTEC/SQA award, a degree or equivalent qualification. Extensive pre-entry experience is essential. Professional qualifications, higher degrees and postgraduate diplomas are available and may be required for certain posts.

### TASKS

- responsible for managing and protecting the environment in areas designated to be of special interest;
- represents the interests of the environment in reconciling conflicts between the interests of business, the general public and the local community;
- co-ordinates the provision of information and provides controlled and safe access to the countryside for members of the public;
- ensures that any development within protected areas is undertaken in accordance with planning and other statutory requirements.

### RELATED JOB TITLES

Conservation manager  
Countryside manager  
Environmental manager  
National park manager

## 1219 MANAGERS IN ANIMAL HUSBANDRY, FORESTRY AND FISHING NEC

Managers in this unit group perform a variety of managerial tasks in farming, horticulture, forestry

and fishing not elsewhere classified in MINOR GROUP 121: Managers in Farming, Horticulture, Forestry and Fishing.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry requirements range from no qualifications to degree level or equivalent awards depending on the occupation. Off- and on-the-job training is provided. Professional qualifications and NVQs/SVQs are available in some areas.

### TASKS

- determines staffing, financial and other long and short term needs and keeps records on finance, production and breeding;
- 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 of forest nurseries, assumes responsibility for a particular area of forest/woodland and regularly inspects forest work;
- selects suitable breeding grounds for shellfish, sea and freshwater fish and purchases stock;
- advises farmers and horticulturists on cropping requirements, cultivation problems and gardening and grounds keeping;
- organises, co-ordinates and directs farming, fishing and forestry activities not elsewhere classified, including tree felling, agricultural contracting and offshore fishing.

### RELATED JOB TITLES

Cattery owner  
Fish farm manager  
Kennels owner  
Nursery manager (*horticulture*)  
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

### 1222 CONFERENCE AND EXHIBITION MANAGERS

### 1223 RESTAURANT AND CATERING MANAGERS

### 1224 PUBLICANS AND MANAGERS OF LICENSED PREMISES

### 1225 LEISURE AND SPORTS MANAGERS

### 1226 TRAVEL AGENCY MANAGERS

#### 1221 HOTEL AND ACCOMMODATION MANAGERS

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. Larger hotel 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 Accommodation Management are available at Level 4.

#### TASKS

- analyses demand and decides on type, standard and cost of services to be offered;
- 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 adheres to licensing and other statutory regulations.

#### RELATED JOB TITLES

Caravan park owner  
Guest house proprietor  
Hotel manager  
Hotelier

#### 1222 CONFERENCE AND EXHIBITION MANAGERS

Conference and exhibition managers plan, organise, co-ordinate and direct the resources necessary for the staging of conferences, exhibitions and other similar events.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

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

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conference and exhibition management companies may offer training schemes. Candidates for these typically require a BTEC/SQA award, a degree or an equivalent qualification. Off- and on-the-job training is provided.

#### TASKS

- discusses conference and exhibition requirements with clients;
- develops proposals encompassing technical and creative inputs, and presents proposals to clients;
- 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;
- ensures that Health and Safety and other statutory regulations are met.

#### RELATED JOB TITLES

Conference manager  
Exhibition manager

### 1223 RESTAURANT AND CATERING MANAGERS

Restaurant and catering managers plan, direct and co-ordinate the catering services of restaurants, hotels and 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. 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 Restaurant Management are available at Level 4.

#### TASKS

- plans catering services and directs junior 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;
- 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.

#### RELATED JOB TITLES

Canteen manager  
Catering manager  
Fish and chip shopkeeper  
Restaurant manager  
Restaurateur

### 1224 PUBLICANS AND MANAGERS OF LICENSED PREMISES

Publicans and managers of licensed premises organise, direct and co-ordinate the activities and resources of non-residential and residential public houses and the 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. Larger chains offer accelerated promotion for holders of degrees or equivalent qualifications. Off- and on-the-job training is provided. NVQs/SVQs in On-Licensed Premises Management are available at Level 4.

#### TASKS

- maintains financial records for the establishment;
- 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.

#### RELATED JOB TITLES

Club steward  
Licensee  
Public house manager  
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. Employers are however increasingly seeking applicants with BTEC/SQA awards, degrees or equivalent qualifications. Off- and on-the-job training is provided. NVQs/SVQs in Sports and Recreation Management are available at Level 4. Professional qualifications may also be required for some posts.

#### TASKS

- recruits, supervises and trains box office staff, cashiers, gardeners, coaches, groundsmen/women;
- ensures that facilities are kept clean and in good condition;
- keeps abreast of new trends and developments in the creative arts and arranges exhibitions, theatrical productions, bands, orchestras, etc.;
- advises on the facilities available and promotes publicity in relation to shows, games, races, new theme parks, etc.;
- checks and keeps custody of all cash receipts and makes regular stock checks.

#### RELATED JOB TITLES

Leisure centre manager  
Manager (*snooker, billiards hall*)  
Riding school owner  
Sports centre manager

### 1226 TRAVEL AGENCY MANAGERS

Travel agency managers 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. NVQs/SVQs in Travel Services are available at Level 4.

#### 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.

#### RELATED JOB TITLES

Manager (*travel agents*)  
Travel manager

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## MINOR GROUP 123

### MANAGERS AND PROPRIETORS IN OTHER SERVICE INDUSTRIES

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

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

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#### 1231 PROPERTY, HOUSING AND LAND MANAGERS

#### 1232 GARAGE MANAGERS AND PROPRIETORS

#### 1233 HAIRDRESSING AND BEAUTY SALON MANAGERS AND PROPRIETORS

#### 1234 SHOPKEEPERS AND WHOLESALE/RETAIL DEALERS

#### 1235 RECYCLING AND REFUSE DISPOSAL MANAGERS

#### 1239 MANAGERS AND PROPRIETORS IN OTHER SERVICES NEC

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#### 1231 PROPERTY, HOUSING AND LAND MANAGERS

Workers 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. Many employers expect the attainment of membership to a professional body.

#### 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;
- 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;
- 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, maintains estate's amenities and liaises with tenants' association and social workers to resolve any family problems.

#### RELATED JOB TITLES

Housing manager  
Property manager  
Shopping centre manager

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#### 1232 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 Intermediate GNVQs/GSVQs Level II. Off- and on-the-job training is provided.

### TASKS

- 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.

### RELATED JOB TITLES

Body shop manager (*vehicle trades*)  
Garage manager  
Garage owner  
Service manager (*garage*)

### 1233 HAIRDRESSING AND BEAUTY SALON MANAGERS AND PROPRIETORS

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

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

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

### TASKS

- determines staffing, financial, material and other short and long term needs;
- controls the allocation, training and remuneration of hairdressing, beauty treatment and health club staff;
- provides clients with information and resolves any complaints or problems;
- undertakes and/or directs hair treatments, beauty therapy or health and fitness activities;
- checks and maintains any health and fitness equipment, and ensures that all safety requirements are met;
- prepares estimates, financial statements and other reports.

### RELATED JOB TITLES

Hairdresser's manager  
Manager (*hairdressing*)  
Owner (*beauty salon*)

### 1234 SHOPKEEPERS AND WHOLESALE/RETAIL DEALERS

Workers 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. There are a variety of NVQs/SVQs relevant to the activities of specialist retail establishments. NVQs/SVQs in Retail Operations are available at Levels 2, 3 and 4.

### TASKS

- provides information about merchandise to staff and customers;
- ensures that adequate reserves of merchandise are held and orders new stock as required;

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- 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

General store keeper  
Newsagent  
Off-licensee  
Owner (*butchers*)

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### 1235 RECYCLING AND REFUSE DISPOSAL MANAGERS

Recycling and refuse disposal managers plan, organise, direct and co-ordinate the operations and development of waste disposal and recycling facilities within private waste management firms or public authorities.

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#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications and/or relevant experience. Professional qualifications are available from the Institute of Waste Management. Professional qualifications may be mandatory in some operational management posts.

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#### TASKS

- delegates tasks to staff and co-ordinates the maintenance and optimum utilisation of waste disposal and recycling equipment to provide an efficient service;
- monitors levels of waste disposal and recycling, compiles statistics and produces reports;
- liaises with members of the local community to educate and promote the concept of recycling and appropriate waste management;

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- studies legislation and liaises with waste enforcement regulation staff to ensure the compliance with legislation regarding waste disposal and recycling;
- co-ordinates the resources and activities relating to the procurement, collection, storage, processing and sale of scrap metal.

#### RELATED JOB TITLES

General dealer  
Manager (*refuse disposal*)  
Recycling manager  
Scrap metal merchant

### 1239 MANAGERS AND PROPRIETORS IN OTHER SERVICES NEC

Workers in this unit group perform a variety of managerial tasks in other service industries not elsewhere classified in MINOR GROUP 123: Managers and Proprietors in Other Service Industries.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry requirements vary from company to company. Some companies do not require candidates to have academic qualifications but others require a degree or equivalent qualification. Off- and on-the-job training is 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.



**RELATED JOB TITLES**

- Betting shop manager
- Citizens Advice Bureau manager
- Crematorium manager
- Domestic services manager
- Hire shop manager
- Library Manager
- Plant hire manager
- Production manager (*broadcasting*)
- Publisher's manager
- Video shop owner

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## **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 AND TECHNOLOGY PROFESSIONALS**

**211 SCIENCE PROFESSIONALS**

**212 ENGINEERING PROFESSIONALS**

**213 INFORMATION AND COMMUNICATION TECHNOLOGY  
PROFESSIONALS**

### **22 HEALTH PROFESSIONALS**

**221 HEALTH PROFESSIONALS**

### **23 TEACHING AND RESEARCH PROFESSIONALS**

**231 TEACHING PROFESSIONALS**

**232 RESEARCH PROFESSIONALS**

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

**241 LEGAL PROFESSIONALS**

**242 BUSINESS AND STATISTICAL PROFESSIONALS**

**243 ARCHITECTS, TOWN PLANNERS, SURVEYORS**

**244 PUBLIC SERVICE PROFESSIONALS**

**245 LIBRARIANS AND RELATED PROFESSIONALS**

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## SUB-MAJOR GROUP 21

### SCIENCE AND TECHNOLOGY PROFESSIONALS

Science and technology professionals undertake research and consultancy activities within the physical sciences; technically supervise the development, installation and maintenance of mechanical, chemical, structural and electrical systems; advise upon and direct the technical aspects of production programmes; and provide consultancy and development services in the provision and utilisation of information technology.

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#### MINOR GROUP 211

#### SCIENCE PROFESSIONALS

Science professionals are involved in planning, directing and undertaking research and development, providing, technical, advisory and consultancy services in the fields of chemistry, biological sciences, physics, geology and meteorology.

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

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##### 2111 CHEMISTS

##### 2112 BIOLOGICAL SCIENTISTS AND BIOCHEMISTS

##### 2113 PHYSICISTS, GEOLOGISTS AND METEOROLOGISTS

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##### 2111 CHEMISTS

Chemists 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.

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.

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##### 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.

##### RELATED JOB TITLES

Analytical chemist  
Chemist  
Development chemist  
Industrial chemist  
Physical chemist  
Research chemist

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##### TASKS

- develops experimental procedures, instruments and recording and testing systems;
- conducts experiments to identify chemical

##### 2112 BIOLOGICAL SCIENTISTS AND BIOCHEMISTS

Biological scientists and biochemists examine and investigate the morphology, structure, chemistry and

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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 organs and tissues;
- identifies and studies the chemical substances, including microbial infections, involved in physiological processes and the progress of disease;
- performs blood tests to study physiological and pathological characteristics within blood cells;
- 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 workers in UNIT GROUP 3551: Conservation and Environmental Protection Officers.

### RELATED JOB TITLES

Biochemist  
Biologist  
Botanist  
Medical laboratory scientific officer  
Microbiologist  
Pathologist  
Zoologist

## 2113 PHYSICISTS, GEOLOGISTS AND METEOROLOGISTS

Physicists, geologists and meteorologists 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 macro-molecules and living cells 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  
Mathematician  
Meteorologist  
Physicist  
Seismologist

## 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:

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**2121 CIVIL ENGINEERS****2122 MECHANICAL ENGINEERS****2123 ELECTRICAL ENGINEERS****2124 ELECTRONICS ENGINEERS**

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**2125 CHEMICAL ENGINEERS****2126 DESIGN AND DEVELOPMENT ENGINEERS****2127 PRODUCTION AND PROCESS ENGINEERS****2128 PLANNING AND QUALITY CONTROL ENGINEERS**

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**2129 ENGINEERING PROFESSIONALS NEC**

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**2121 CIVIL ENGINEERS**

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

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**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 'chartered engineer' is achieved through the completion of postgraduate training and membership of a chartered engineering institution. The status of 'incorporated engineer' is obtained upon the completion of further training at work and associate membership of a chartered engineering institution.

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**TASKS**

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- undertakes research and advises on mineral deposits, soil mechanics, concrete technology, hydraulics, water and waste water treatment processes and other civil engineering matters;

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- determines and specifies construction methods, materials, quality and safety standards and ensures that equipment operation and maintenance comply with design specifications;
- 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**

City engineer  
Civil engineer  
Mining engineer  
Municipal engineer  
Petroleum 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 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. Incorporated engineers possess an accredited university degree, BTEC/SQA award or a Modern 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)  
 Automobile engineer (professional)  
 Hydraulic engineer (professional)  
 Marine engineer (professional)  
 Mechanical engineer (professional)  
 Welding engineer (professional)

## 2123 ELECTRICAL ENGINEERS

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

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Electrical 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 a Modern 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)  
 Generating engineer (*electricity supplier*)  
 Power engineer  
 Power transmission engineer

## 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.

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## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Electronics 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 a Modern 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

Broadcasting engineer (professional)  
Electronics engineer (professional)  
Microwave engineer  
Radar engineer (research)  
Radio engineer (professional)

## 2125 CHEMICAL ENGINEERS

Chemical engineers 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

Chemical 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 a Modern 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 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;
- ensures that production methods, materials and quality standards conform to specifications and safety requirements;
- manages the safe and efficient operation, maintenance and control of processing plant;
- prepares reports, feasibility studies and costings for major investments in processing facilities for increased capacity and novel product manufacture.

### RELATED JOB TITLES

Chemical engineer  
Plastics 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. 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 a Modern Apprenticeship leading to an NVQ/SVQ at Level 4. All routes are followed by periods of appropriate training and relevant experience.

### 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 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

Design consultant  
Design engineer  
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.

### 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 a Modern 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 production control methods to monitor operational efficiency;
- investigates and eliminates potential hazards and bottlenecks in production;
- advises management on new production methods, techniques and equipment;
- liaises with materials buying, storing and controlling departments to ensure a steady flow of supplies.

### RELATED JOB TITLES

Process engineer  
Production consultant  
Production engineer

## 2128 PLANNING AND QUALITY CONTROL ENGINEERS

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

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Planning and quality control 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 a Modern Apprenticeship



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

#### TASKS

- 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;
- advises on existing plant machinery/layout and any modifications required;
- 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.

#### RELATED JOB TITLES

Industrial engineer  
 Planning engineer  
 Production planner  
 Quality control engineer  
 Quality engineer

### 2129 ENGINEERING PROFESSIONALS NEC

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

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Chartered 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 a Modern 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

Agricultural engineer  
 Ceramics engineer  
 Food technologist  
 Fuel engineer  
 Materials scientist  
 Metallurgist  
 Patent agent  
 Project engineer  
 Traffic engineer

## MINOR GROUP 213 INFORMATION AND COMMUNICATION TECHNOLOGY PROFESSIONALS

Information and communication technology professionals advise clients as to the effective utilisation of information technology and develop and implement software for clients.

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

### 2131 IT STRATEGY AND PLANNING PROFESSIONALS

### 2132 SOFTWARE PROFESSIONALS

#### 2131 IT STRATEGY AND PLANNING PROFESSIONALS

IT strategy and planning professionals provide advice on the effective utilisation of information technology in order to solve business problems or to enhance the effectiveness of business functions.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

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

#### TASKS

- liaises with clients in order to analyse business procedure, clarify customer requirements and to define the scope of existing software, hardware and network arrangements;
- undertakes feasibility studies incorporating costs, benefits, staffing implications and training needs, and presents proposals to clients to introduce new IT solutions or to modify existing systems;
- 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 information systems and their environments.

#### RELATED JOB TITLES

Computer consultant  
Software consultant

#### 2132 SOFTWARE PROFESSIONALS

Software professionals are responsible for all aspects of the design, application, development and operation of software systems.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

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

#### TASKS

- examines existing software and determines requirements for new/modified systems through consultation with clients and staff;
- undertakes feasibility studies of software solutions through specifying and costing functional details, equipment, staffing and operational procedures;
- investigates, plans, designs and develops software solutions within stated constraints;
- installs, implements and maintains the reliability and security of software systems as business functions;

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- writes operational documentation and provides subsequent support and training for users.

**RELATED JOB TITLES**

Analyst-programmer  
Computer programmer  
Software engineer  
Systems analyst  
Systems designer

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## SUB-MAJOR GROUP 22 HEALTH PROFESSIONALS

Health professionals provide medical treatment for people and animals, conduct research into treatment and drugs, and dispense pharmaceutical compounds.

### MINOR GROUP 221 HEALTH PROFESSIONALS

Health professionals diagnose mental and physical injuries, disorders and diseases, provide treatment with drugs, surgery, therapy and corrective devices, carry out routine 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/PHARMACOLOGISTS**
- 2214 OPHTHALMIC OPTICIANS**
- 2215 DENTAL PRACTITIONERS**
- 2216 VETERINARIANS**

#### **2211 MEDICAL PRACTITIONERS**

Medical practitioners diagnose mental and physical injuries, disorders and diseases, prescribe and give treatment, recommend preventative action 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. Once the pre-registration period 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 routine 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.

#### **RELATED JOB TITLES**

Anaesthetist  
Consultant (*hospital service*)  
Doctor  
General practitioner  
Medical practitioner

Physician  
Psychiatrist  
Psycho-analyst  
Registrar (*hospital service*)  
Surgeon

## 2212 PSYCHOLOGISTS

Psychologists 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.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants require a degree in psychology recognised by the British Psychology Society. A variety of postgraduate and professional qualifications relating to different areas of psychology are available and may be 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.

### RELATED JOB TITLES

Clinical psychologist  
Psychologist  
Psychometrist

## 2213 PHARMACISTS/ PHARMACOLOGISTS

Pharmacists/pharmacologists advise and participate in the development and testing of new drugs and

compound and dispense drugs and medicaments in hospitals and pharmacies.

### 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 training and passed a registration exam.

### TASKS

- prepares or directs the preparation of prescribed medicaments in liquid, powder, tablet, ointment or other form;
- 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/retail*)  
Druggist  
Pharmaceutical chemist  
Pharmacist  
Pharmacologist

## 2214 OPHTHALMIC OPTICIANS

Ophthalmic opticians test patient's 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 and must have passed the Professional Qualifying Examination of the

College of Optometrists. Advanced training in specialised areas is available.

#### TASKS

- examines eyes and tests vision of patient;
- prescribes, supplies and fits appropriate spectacle lenses, contact lenses or 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  
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 a university degree and must have completed a period of postgraduate vocational training. Specialist fields require further study and training.

#### TASKS

- examines patient's teeth, gums and jaw, using dental and x-ray equipment;
- administers local or general anaesthetics;
- drills, prepares and fills cavities in teeth;
- constructs and fits braces, inlays, dentures and other appliances;
- supervises patient's progress and advises on preventative action;

- refers patient to specialist, where necessary;
- 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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants will require a university degree in veterinary science. Pre-entry experience in a veterinary practice may be required for entry to a university veterinary school.

#### TASKS

- examines animal and arranges or undertakes any necessary x-ray or other tests;
- diagnoses condition and prescribes and administers appropriate drugs, dressings, etc.;
- performs routine medical tests and 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.

#### RELATED JOB TITLES

Veterinarian  
Veterinary officer  
Veterinary surgeon

## SUB-MAJOR GROUP 23 TEACHING AND RESEARCH PROFESSIONALS

Job holders in this sub-major group plan, organise and undertake teaching and research activities within educational establishments, and inspect schools and training establishments.

### MINOR GROUP 231 TEACHING PROFESSIONALS

Teaching 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**
- 2313 EDUCATION OFFICERS, SCHOOL INSPECTORS**
- 2314 SECONDARY EDUCATION TEACHING PROFESSIONALS**
- 2315 PRIMARY AND NURSERY EDUCATION TEACHING PROFESSIONALS**
- 2316 SPECIAL NEEDS EDUCATION TEACHING PROFESSIONALS**
- 2317 REGISTRARS AND SENIOR ADMINISTRATORS OF EDUCATIONAL ESTABLISHMENTS**
- 2319 TEACHING PROFESSIONALS NEC**

#### **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;
- 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**

Lecturer (*higher education, university*)  
 Polytechnic lecturer  
 Professor (*university*)  
 Reader  
 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 will usually possess a professional or academic qualification in the subject area they intend to teach, plus relevant professional, industrial or business experience. Many employers require entrants to possess teaching qualifications.

**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**

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

**2313 EDUCATION OFFICERS,  
SCHOOL INSPECTORS**

Education officers 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**

Education officers usually possess an education-related degree or postgraduate qualification and have gained relevant experience in teaching and/or school management. School inspectors must have completed a training and assessment programme in school inspection.

**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 the physically and mentally handicapped;
- 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 development officer  
 Director of education  
 Education inspector  
 Education officer  
 HM Inspector of Schools



## 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 only possible with a Bachelor of Education or other relevant degree followed by a Postgraduate Certificate of Education. Further and higher professional qualifications are required for some teaching posts.

### TASKS

- prepares courses in accordance with curriculum requirements and teaches one or more subjects;
- prepares, assigns and corrects exercises and examinations to record and evaluate students' progress;
- supervises any practical work and maintains classroom discipline;
- 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

Head teacher (*secondary school*)  
Secondary school 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 only possible with a Bachelor of Education or other relevant degree followed by a Postgraduate Certificate of Education. Further and higher professional qualifications are required for some teaching posts.

### TASKS

- prepares courses and teaches a range of subjects;
- prepares, assigns and corrects exercises to record and evaluate students progress;
- supervises students in classroom and maintains discipline;
- teaches simple songs and rhymes and reads stories to promote language development;
- discusses progress with student, parents and/or other education professionals.

### RELATED JOB TITLES

Head teacher (*primary/middle school*)  
Infant teacher  
Junior school 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 are partially blind, deaf, physically or mentally handicapped, epileptic or suffering from speech defects or other learning difficulties.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is only possible with a Bachelor of Education or other relevant degree followed by a Postgraduate Certificate of Education. Further training for specialist needs teaching is available for those with sufficient teaching experience and is mandatory in many areas.

**TASKS**

- assesses student's abilities and needs and devises curriculum and rota of teaching duties accordingly;
- gives instruction, using techniques appropriate to the student's handicap;
- 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;
- discusses student's progress with parents and other staff.

**RELATED JOB TITLES**

Head teacher (*special school*)  
Special needs teacher  
Teacher (*special school*)

### **2317 REGISTRARS AND SENIOR ADMINISTRATORS OF EDUCATIONAL ESTABLISHMENTS**

Workers in this unit group plan, organise, direct and co-ordinate the administrative work and financial resources 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 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;
- controls administrative aspects of student registration and admission;
- acts as secretary to statutory and other bodies/committees associated with the educational establishment;
- organises examinations, necessary invigilations and any security procedures required;
- arranges for the preparation, publication and despatch of syllabuses and other official documents.

**RELATED JOB TITLES**

Bursar  
Registrar (*educational services*)  
University administrator

### **2319 TEACHING PROFESSIONALS NEC**

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

**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

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

**TASKS**

- inspects and advises on the work of educational, training and similar establishments;
- 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**

Examiner (*examination board*)

Nursery manager (*day nursery*)

Owner (*children's nursery*)

Principal (*dancing school/evening institute*)

Private tutor

Teacher of English as a foreign language

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## MINOR GROUP 232 RESEARCH PROFESSIONALS

Research professionals are responsible for planning, directing and undertaking scientific, quantitative and qualitative research through the application of theoretical principles and practical techniques in order to address a research objective.

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

### 2321 SCIENTIFIC RESEARCHERS

### 2322 SOCIAL SCIENCE RESEARCHERS

### 2329 RESEARCHERS NEC

#### 2321 SCIENTIFIC RESEARCHERS

Scientific researchers undertake the systematic study of the nature and behaviour of natural phenomena based upon scientific observation, experiment and measurement.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with a degree or equivalent qualification, but is possible with other academic qualifications. Further training is typically provided through specialist short courses and the attainment of professional qualifications.

#### 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.

#### RELATED JOB TITLES

Research associate (medical)  
Research scientist  
Scientific officer  
Scientist

#### 2322 SOCIAL SCIENCE RESEARCHERS

Social science researchers study the origin, structure and characteristics of language, analyse the behaviour of human beings, organise the collection of information for social surveys and independent research, and undertake subsequent analysis.

#### 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.

#### TASKS

- traces the evolution of word and language forms, compares grammatical structures and analyses the relationships between ancient parent and modern languages;
- compiles and analyses economic, demographic, legal, political, social and other data to address research objective;

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- administers questionnaires, carries out interviews, organises focus groups and implements other social research tools;
- undertakes analysis of data, presents results of research to sponsors, the media and other interested organisations, addresses conferences and publishes articles outlining the methodology and results of research undertaken.

#### RELATED JOB TITLES

Anthropologist  
Archaeologist  
Geographer  
Historian  
Philologist  
Sociologist

- undertakes research on people, incidents and other topics of interest for news, current affairs programmes, documentaries and entertainment broadcasts.

#### RELATED JOB TITLES

Research assistant (*university*)  
Research associate (*university*)  
Researcher (*broadcasting*)  
University research fellow

### 2329 RESEARCHERS NEC

Workers in this unit group perform a variety of research activities not elsewhere classified in MINOR GROUP 232: Research 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.

#### TASKS

- design and develop an appropriate research methodology in order to address the research objective;
- compiles and analyses quantitative and qualitative data;
- prepare reports and present results to summarise main findings and conclusions;
- advise 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;

## SUB-MAJOR GROUP 24

### BUSINESS AND PUBLIC SERVICE PROFESSIONALS

Business and public service professionals 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 and voluntary sectors.

#### MINOR GROUP 241

#### LEGAL PROFESSIONALS

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

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

#### 2411 SOLICITORS AND LAWYERS, JUDGES AND CORONERS

#### 2419 LEGAL PROFESSIONALS NEC

#### 2411 SOLICITORS AND LAWYERS, JUDGES AND CORONERS

Workers in this unit group advise and act upon behalf of individuals, organisations, businesses and government departments in legal matters, 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 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. 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 examine witnesses and sum up why the court should decide in their clients favour;
- undertakes legal business on behalf of client in areas of business 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;
- 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

Articled clerk  
Barrister  
Coroner  
Judge  
Solicitor

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## 2419 LEGAL PROFESSIONALS NEC

Workers 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 Bureaux, 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

Clerk of the court  
 Clerk to the justices  
 Legal advisor  
 Legal officer

## MINOR GROUP 242 BUSINESS AND STATISTICAL PROFESSIONALS

Business and statistical professionals collect and analyse financial and other material, perform accountancy duties and advise industrial, commercial and other establishments on management and business matters.

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

### 2421 CHARTERED AND CERTIFIED ACCOUNTANTS

### 2422 MANAGEMENT ACCOUNTANTS

### 2423 MANAGEMENT CONSULTANTS, ACTUARIES, ECONOMISTS AND STATISTICIANS

#### 2421 CHARTERED AND CERTIFIED ACCOUNTANTS

Chartered and Certified Accountants provide accounting and auditing services and advise clients on financial matters.

#### 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.

#### RELATED JOB TITLES

Accountant (qualified)  
Auditor (qualified)  
Certified accountant  
Chartered accountant  
Company accountant

#### 2422 MANAGEMENT ACCOUNTANTS

Management accountants 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 gain practical experience with an employer and successfully complete professional examinations. Exemptions to some professional examinations are available to those with appropriate academic qualifications.

#### TASKS

- evaluates financial information for management purposes;

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- 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.

- advises 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

Cost accountant (qualified)  
 Cost and management accountant (qualified)  
 Management accountant (qualified)  
 Works accountant (qualified)

#### RELATED JOB TITLES

Actuary  
 Business analyst  
 Economist  
 Management consultant  
 Management services officer  
 Statistician

### 2423 MANAGEMENT CONSULTANTS, ACTUARIES, ECONOMISTS AND STATISTICIANS

Workers in this unit group advise industrial, commercial and other establishments on a variety of management, personnel, computing and technical matters, and apply theoretical principles and practical techniques to analyse and interpret data used to assist in the formulation of financial, business and economic policies.

#### 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 mandatory for actuarial occupations.

#### TASKS

- assesses the functions, objectives and requirements of the organisation seeking advice;
- identifies problems concerned with strategy, policy, markets, organisation, computing facilities, procedures and methods;
- determines the appropriate method of data collection and research methodology, and analyses and interprets information gained and formulates recommendations;

## MINOR GROUP 243

### ARCHITECTS, TOWN PLANNERS, SURVEYORS

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

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

#### 2431 ARCHITECTS

#### 2432 TOWN PLANNERS

#### 2433 QUANTITY SURVEYORS

#### 2434 CHARTERED SURVEYORS (NOT QUANTITY SURVEYORS)

#### 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 PLANNERS

Town planners 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*)  
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.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is through professional training and membership of professional organisations. 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  
Quantity surveyor's assistant  
Survey technician (*quantity surveying*)

## 2434 CHARTERED SURVEYORS (NOT QUANTITY 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

Entry requirements to professional bodies vary. 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.

## 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  
Land surveyor  
Mining surveyor  
Surveyor  
Surveyor and estimator

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## MINOR GROUP 244

### PUBLIC SERVICE PROFESSIONALS

Workers in this minor group advise on the formulation and implementation of government policy, direct the activities of government departments; 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:

#### 2441 PUBLIC SERVICE ADMINISTRATIVE PROFESSIONALS

#### 2442 SOCIAL WORKERS

#### 2443 PROBATION OFFICERS

#### 2444 CLERGY

#### 2441 PUBLIC SERVICE ADMINISTRATIVE PROFESSIONALS

Public service administrative professionals advise on the implementation and formulation of government policy, develops and implements the administrative policies of government departments, and co-ordinates and directs the resources and activities of offices of local and national government departments.

#### 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 typically provided on-the-job in the form of short courses for specialist areas.

#### TASKS

- advises government on the interpretation and implementation of policy decisions, acts and regulations, and provides technical assistance in the formulation of government policy;
- co-ordinates the activities of departmental staff, assigns tasks and responsibilities and makes changes in procedures to deal with variations in workload;

- co-ordinates and directs the activities of Inland Revenue offices, Job Centres, Benefits Agency offices and other local offices of national government;
- develops and implements administrative policies of government departments, including pay arrangements, personnel and training policies and capital projects;
- 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.

#### RELATED JOB TITLES

Area officer (*local government*)  
Civil servant (grade 6,7)  
Divisional officer (*local government*)  
Principal/Grade 7 (*government*)  
Registrar of births, deaths and marriages  
Superintendent registrar

#### 2442 SOCIAL WORKERS

Social workers provide information, advice and support to protect the welfare of vulnerable groups including children, young people, families under stress, people with disabilities, elderly people and people who are mentally or physically ill.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Both graduate and non-graduate entry is possible. Entrants are required to take the Diploma of Social Work professional qualification. Exemptions may be possible for those with relevant qualifications and/or experience.

### TASKS

- liaises with other health and social care professionals to identify those in need and at risk within the local community;
- interviews individuals and groups to assesses the nature and extent of difficulties;
- arranges for further counselling or assistance in the form of financial or material help;
- attempts to resolve family problems and, if necessary, arranges for children to be resettled with foster parents or in a children's home;
- keeps case records and prepares reports.

### RELATED JOB TITLES

Child care officer  
Child protection officer  
Social worker  
Team leader (*social work*)

### 2443 PROBATION OFFICERS

Probation officers supervise, counsel and help offenders before trial, during any prison or community sentence and on their 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 off- and on-the-job training is provided leading to NVQ in Community Care at Level 4. In Scotland, entry requirements are the same as for social workers.

### 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;
- draw up probation plans with offenders and help them follow it, advise them on any work and help 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.

### RELATED JOB TITLES

Community service officer  
Probation 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 GCSEs/S grades, A levels/H grades, a degree or equivalent qualification. Candidates must pass a residential selection procedure. Entrants then 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.

### TASKS

- prepares and delivers sermons and talks and leads congregation in worship;

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- interprets doctrines and instructs intending clergy members in religious principles and practices;
- performs marriages, funerals, christenings and other special religious services;
- visits 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**

Clergyman/woman  
Clerk in holy orders  
Deacon  
Minister (*religion*)  
Priest  
Vicar

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## MINOR GROUP 245

### LIBRARIANS AND RELATED PROFESSIONALS

Librarians and related professionals appraise, obtain, organise, develop 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:

#### 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 require an accredited degree or postgraduate qualification. Most postgraduate courses require applicants to have had up to twelve months 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.

##### RELATED JOB TITLES

Assistant librarian  
Branch librarian  
Chartered librarian  
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

There are no formal academic requirements although entrants usually possess a degree or higher degree. Many postgraduate courses 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 Curatorial and Conservation Skills at Levels 3, 4 and 5 are available.

##### TASKS

- examines, appraises and advises on acquisition of exhibits, government papers and other material;
- classifies material and arranges for its safe keeping and preservation;

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- maintains indexes, bibliographies and descriptive details of archive material and arranges for reproductions of items where necessary;
- liaises with school and other groups or individuals, publicises exhibits and arranges special displays for general, specialised or educational interest;
- allows access to original material or material not on display for researchers;
- answers verbal or written enquiries and gives advice on exhibits or other material.

**RELATED JOB TITLES**

Archivist  
Conservator  
Curator

## **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 in the natural sciences, engineering, life sciences, social sciences, humanities and related fields and to Managers and Senior Officials.

The main tasks involve the operation and maintenance of complex equipment; legal, financial and design services; the provision of information technology services; providing skilled support to health and social care professionals; and serving in protective service occupations. 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 AND TECHNOLOGY ASSOCIATE PROFESSIONALS**

**311 SCIENCE AND ENGINEERING TECHNICIANS**

**312 DRAUGHTSPERSONS AND BUILDING INSPECTORS**

**313 IT SERVICE DELIVERY OCCUPATIONS**

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

**321 HEALTH ASSOCIATE PROFESSIONALS**

**322 THERAPISTS**

**323 SOCIAL WELFARE ASSOCIATE PROFESSIONALS**

#### **33 PROTECTIVE SERVICE OCCUPATIONS**

**331 PROTECTIVE SERVICE OCCUPATIONS**

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

**341 ARTISTIC AND LITERARY OCCUPATIONS**

**342 DESIGN ASSOCIATE PROFESSIONALS**

**343 MEDIA ASSOCIATE PROFESSIONALS**

**344 SPORTS AND FITNESS OCCUPATIONS**

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**35 BUSINESS AND PUBLIC SERVICE ASSOCIATE PROFESSIONALS**

**351 TRANSPORT ASSOCIATE PROFESSIONALS**

**352 LEGAL ASSOCIATE PROFESSIONALS**

**353 BUSINESS AND FINANCE ASSOCIATE PROFESSIONALS**

**354 SALES AND RELATED ASSOCIATE PROFESSIONALS**

**355 CONSERVATION ASSOCIATE PROFESSIONALS**

**356 PUBLIC SERVICE AND OTHER ASSOCIATE PROFESSIONALS**

## SUB-MAJOR GROUP 31 SCIENCE AND TECHNOLOGY ASSOCIATE PROFESSIONALS

Science 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 AND ENGINEERING TECHNICIANS

Workers in this minor group perform a variety of technical support functions to assist the work of scientists and technologists, assist in the design, development 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/ELECTRONICS TECHNICIANS**
- 3113 ENGINEERING TECHNICIANS**
- 3114 BUILDING AND CIVIL ENGINEERING TECHNICIANS**
- 3115 QUALITY ASSURANCE TECHNICIANS**
- 3119 SCIENCE AND ENGINEERING TECHNICIANS NEC**

#### **3111 LABORATORY TECHNICIANS**

Laboratory technicians carry out routine laboratory tests 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.

#### **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 and Modern 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;

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- records and collates data obtained from experimental work and documents all work carried out.

#### RELATED JOB TITLES

Cytology screener  
Health physics monitor  
Laboratory technician  
Scientific assistant

### 3112 ELECTRICAL/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

Electrical technician  
Electronics technician  
Signals officer (*MOD*)

### 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. Professional training consists either of full-time study for a BTEC/SQA award followed by two years on-the-job training, or a Modern Apprenticeship leading to an NVQ/SVQ at Level 3 or 4.

#### 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;
- visits and advises clients on the use and servicing of mechanical and chemical engineering products and services.

#### RELATED JOB TITLES

Commissioning engineer  
Contracts engineer  
Engineering technician  
Engineer's assistant  
Technician engineer

### 3114 BUILDING AND CIVIL ENGINEERING TECHNICIANS

Building and civil engineering technicians perform a variety of miscellaneous 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 technician  
Civil engineering technician  
Structural engineering technician

### 3115 QUALITY ASSURANCE TECHNICIANS

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

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants typically 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.

#### 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 management quality systems.

#### RELATED JOB TITLES

NDT technician  
QA co-ordinator  
Quality assurance technician

### 3119 SCIENCE AND ENGINEERING TECHNICIANS NEC

Workers in this unit group perform a variety of technical support functions not elsewhere classified in MINOR GROUP 311: Science and Engineering 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.

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**RELATED JOB TITLES**

Materials technician  
Technical assistant  
Technical officer  
Technician

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## MINOR GROUP 312 DRAUGHTSPERSONS AND BUILDING INSPECTORS

Workers in this minor group prepare technical drawings, plans and charts, give technical assistance to planners and architects, and undertake inspections of buildings to ensure compliance with regulations, bye-laws and other requirements.

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

### 3121 ARCHITECTURAL TECHNOLOGISTS AND TOWN PLANNING TECHNICIANS

#### 3122 DRAUGHTSPERSONS

#### 3123 BUILDING INSPECTORS

### 3121 ARCHITECTURAL TECHNOLOGISTS AND TOWN PLANNING TECHNICIANS

Architectural technologists 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  
Architectural technologist  
Planning assistant (*local government*)  
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;

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- 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.
- visits building sites, examines foundations and inspects drains to ensure compliance with regulations;
- inspects structural condition of buildings for insurance and mortgage purposes;
- prepares reports and recommendations on all inspections made.

#### RELATED JOB TITLES

Building control officer  
Building inspector  
Inspector (*NHBRC*)

#### RELATED JOB TITLES

Cartographer  
Designer-detailer  
Designer-draughtsman  
Draughtsman/woman  
Draughtsman-engineer  
Engineering draughtsman

### 3123 BUILDING INSPECTORS

Building inspectors inspect building plans and structures to ensure compliance with building regulations, bye-laws and any other statutory requirements.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with a variety of academic qualifications although employers increasingly require candidates to possess a degree. Professional qualifications and membership to professional bodies are available and may be required in some posts.

#### TASKS

- examines building plans to ensure compliance with local, statutory and other requirements;
- inspects building structure, sanitation, lighting, ventilation and fire precautions to determine suitability for habitation;

## MINOR GROUP 313 IT SERVICE DELIVERY OCCUPATIONS

Workers in this minor group are responsible for the day-to-day running of computer systems and networks, and provide technical support, advice and guidance for IT 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 computer 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, 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 a variety of NVQs/SVQs at Levels 2, 3 and 4 are available.

#### TASKS

- installs, monitors and supports area networks and accompanying hardware and software;
- analyses performance and makes recommendations to enhance reliability, usability, security and other aspects of system performance;
- provides guidance to users on hardware, software and network operations;
- identifies problems, agrees remedial action and undertakes emergency network maintenance if required;

- acts as a liaison between users, outside suppliers, engineers and other technical groups;
- develops and maintains site administration documentation and configuration records.

#### RELATED JOB TITLES

Computer operator  
Database manager  
IT technician  
Network technician  
Systems administrator  
Web master

#### 3132 IT USER SUPPORT TECHNICIANS

IT user support technicians are responsible for providing technical support, advice and guidance for customers or IT users within an organisation, 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, 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 in Support Users of Information Technology at Levels 2 and 3 are available.

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**TASKS**

- addresses IT queries and problems from customers or IT users within an organisation;
- discusses problem with IT user and asks questions in order to determine the likely cause;
- advises users remotely on the sequence of actions that are likely to remedy the problem;
- arranges for support staff or field engineers to visit the user, or arrange for the return of equipment for inspection where problems cannot be solved remotely;
- maintains records of the queries received, the action taken to remedy the problem and the final outcome.

**RELATED JOB TITLES**

Help desk operator  
Helpline operator (computing)  
IT helpline support officer  
Support technician (computing)  
Systems support officer

## SUB-MAJOR GROUP 32

### HEALTH AND SOCIAL WELFARE ASSOCIATE PROFESSIONALS

Health and social welfare associate professionals provide a variety of technical support functions for health professionals in the treatment of patients, apply physical, therapeutic and other treatments or activities to assist in physical and psychological recovery, and provide social welfare and related community services.

#### MINOR GROUP 321

#### HEALTH ASSOCIATE PROFESSIONALS

Workers in this minor group assist doctors in their tasks, provide nursing care for the sick and injured, provide prenatal and postnatal care for mothers and babies, administer first aid treatment in emergencies, operate x-ray and other imaging equipment, fit hearing aids and spectacles, treat foot, eye, speech and movement disorders, provide a variety of technical support functions for health professionals.

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

##### 3211 NURSES

##### 3212 MIDWIVES

##### 3213 PARAMEDICS

##### 3214 MEDICAL RADIOGRAPHERS

##### 3215 CHIROPODISTS

##### 3216 DISPENSING OPTICIANS

##### 3217 PHARMACEUTICAL DISPENSERS

##### 3218 MEDICAL AND DENTAL TECHNICIANS

#### 3211 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 advise and teach on nursing practice.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Both non-graduate, graduate and postgraduate entry is possible. Training lasts up to four years depending upon the method of study. There is a lower age limit of 16 years 6 months to enter training. Post-

registration training is available for a range of clinical specialisms.

#### TASKS

- assists medical doctors, deals with emergencies and prepares patients for examination;
- 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.

#### RELATED JOB TITLES

Health visitor  
Nurse  
Staff nurse  
State enrolled nurse  
State registered nurse  
Ward sister

#### 3212 MIDWIVES

Midwives deliver, or assist in the delivery of babies, provide antenatal and postnatal care and advise parents on baby care.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common as a Registered General Nurse (RGN) to shortened pre-registration training lasting 18 months. For non-registered nurses, entry to the three year pre-registration training programme requires GCSEs/S grades or an approved educational equivalent. Some institutions allow candidates who do not possess the minimum entry requirements to take an educational test. There is a lower age limit of 17 years to enter training.

#### TASKS

- monitors condition and progress of patient during 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.

#### RELATED JOB TITLES

Midwife  
Midwifery sister

#### 3213 PARAMEDICS

Paramedics provide advanced 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

Paramedics must have completed at least 12 months experience as an ambulance technician (see Unit Group 6112: Ambulance staff (excluding paramedics)) before selection for paramedic training. Selection involves written and practical examinations in ambulance care and an interview. Entrants must then complete 8 weeks of assessed training to gain a Certificate for Ambulance Paramedic Skills.

#### TASKS

- drives ambulance or accompanies driver to respond to calls for assistance at accidents, emergencies and other incidents;
- ascertains nature of injuries, provides first aid treatment and assesses appropriate method of conveying patients;
- completes patient report forms describing patients condition and any treatment undertaken for the use of medical staff;
- transports and accompanies patients who either require or potentially require skilled treatment whilst travelling.

#### RELATED JOB TITLES

Ambulance paramedic  
Paramedic

### 3214 MEDICAL RADIOGRAPHERS

Medical radiographers operate x-ray machines, ultrasound, magnetic resonance imaging and other imaging devices for diagnostic and therapeutic purposes under the direction of a radiologist or other medical practitioner.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess GCSEs/S grades and A levels/H grades followed by three years training for a recognised degree in radiography. Minimum age on entry to training is 17 years. Post-qualifying courses are available for specialist areas.

#### TASKS

- 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.

#### RELATED JOB TITLES

Diagnostic radiographer (*medical services*)  
Medical radiographer  
X-ray operator

### 3215 CHIROPODISTS

Chiropodists diagnose and treat ailments and abnormalities of the human foot.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades and A levels/H grades followed by three years training for a recognised degree in chiropody, podiatry or

podiatric medicine. Courses combine theoretical and practical training. There is a lower age limit for entry of 18 years.

#### TASKS

- examines patient's feet to determine the nature and extent of disorder;
- 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 appliances to correct and/or protect foot disorders;
- advises patient on aspects of foot care to avoid recurrence of foot problems;
- refers patients who require further medical or surgical attention.

#### RELATED JOB TITLES

Chiropodist  
Chiropodist-podiatrist

### 3216 DISPENSING OPTICIANS

Dispensing opticians supply and fit spectacles and other optical aids according to prescription.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades, a BTEC/SQA award, an Intermediate GNVQ/GSVQ Level II or A levels/H grades followed by up to three years training and the successful completion of professional examinations.

#### 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

### 3217 PHARMACEUTICAL DISPENSERS

Pharmaceutical dispensers assist pharmacists in dispensing drugs and medicines, and issue pre-packaged prescriptions.

#### 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 in Pharmacy Services are available at Level 3.

#### TASKS

- checks received prescriptions for legality and accuracy;
- prepares drugs and medicines under the supervision of pharmacist;
- maintains records of prescriptions received and drugs issued;
- advises patients or customers on the use of drugs prescribed or medication purchased;
- checks stock levels, orders new stock from pharmaceutical companies and ensures that drugs are stored appropriately.

#### RELATED JOB TITLES

Dispenser  
Dispensing assistant  
Pharmacy technician

### 3218 MEDICAL AND DENTAL TECHNICIANS

Workers in this unit group operate cardiographic and encephalographic testing equipment, give simple dental treatment, fit artificial limbs and hearing aids, and undertake 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 patient's 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.

#### RELATED JOB TITLES

Audiologist  
Cardiographer  
Dental hygienist  
Dental technician  
Medical technical officer

## MINOR GROUP 322 THERAPISTS

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:

### 3221 PHYSIOTHERAPISTS

### 3222 OCCUPATIONAL THERAPISTS

### 3223 SPEECH AND LANGUAGE THERAPISTS

### 3229 THERAPISTS NEC

#### 3221 PHYSIOTHERAPISTS

Physiotherapists plan and apply massage, exercise, hydrotherapy and electrotherapy in the treatment of injuries, diseases or disabilities.

#### RELATED JOB TITLES

Chartered physiotherapist  
Physiotherapist  
Superintendent physiotherapist

#### 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. To enter training there is a lower age limit of 17 years and 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;
- 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;
- monitors patient's progress and liaises with others concerned with the treatment and rehabilitation of patient.

#### 3222 OCCUPATIONAL THERAPISTS

Occupational therapists work with people who have a physical or mental disability or mental illness in order to maximise self-confidence and independent functioning.

#### 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 lower age limit of 18 years to enter training.

#### TASKS

- considers the physical, psychological and social needs of a patient;
- designs, initiates and monitors carefully selected and graded activities as part of the assessment and intervention process;

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- makes home visits to clients, families and carers to 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.

#### RELATED JOB TITLES

Occupational therapist

### 3223 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 and diagnoses a clients condition;
- designs and initiates an appropriate remedial programme of treatment;
- treats speech and language disorders by coaching 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 patients disability;
- writes reports and maintains client caseloads.

#### RELATED JOB TITLES

Speech and language therapist  
Speech therapist

### 3229 THERAPISTS NEC

Workers in this unit group plan and apply physical and therapeutic treatments and activities to assist recovery from illness and to minimise the effects of disabilities not elsewhere classified in MINOR GROUP 322: Therapists.

#### 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;
- inserts needles under the skin, administers aromatic herbs and oils and massages body to relieve pain and restore health;
- assesses and provides treatment for people with mental disabilities, or those suffering with mental illness.

**RELATED JOB TITLES**

Acupuncturist  
Dietician  
Masseur  
Orthoptist  
Osteopath  
Psychotherapist

## MINOR GROUP 323

### SOCIAL WELFARE ASSOCIATE PROFESSIONALS

Social welfare associate professionals direct, organise and provide social welfare and related community services, assess and address the housing needs of individuals or localities, assist those with physical and mental disabilities or illnesses, investigate cases of abuse or neglect and perform other welfare functions.

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

#### 3231 YOUTH AND COMMUNITY WORKERS

#### 3232 HOUSING AND WELFARE OFFICERS

#### 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, political and community activities.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. 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.

#### TASKS

- organises social, recreational and educational activities in youth groups and local community centres;
- 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;

- works with tenants to improve facilities on housing estates, 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 worker  
Day centre officer  
Youth leader  
Youth worker

#### 3232 HOUSING AND WELFARE OFFICERS

Housing and welfare officers assess and address housing needs of particular localities and individuals, assist the blind, deaf, sick, elderly, physically handicapped and mentally ill with problems relating to their condition, investigate cases of child neglect or ill treatment and perform other welfare tasks not elsewhere classified.

#### 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**

- oversee the day-to-day running of rented properties including arranging for the signing of leases, rent collection, maintenance work, interviewing prospective tenants and allocating properties to waiting list applicants;
- 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;
- investigates allegations of child neglect or abuse, liaises with other social workers, probation officers and the police and, where necessary, recommends legal action;
- helps the handicapped and sick to adjust to the limitations imposed by their condition and arranges for any necessary alterations in the home;
- performs other welfare tasks not elsewhere classified including working in a Citizens Advice Bureau, developing community participation in planning issues and organising local authority home help services.

**RELATED JOB TITLES**

Advice worker  
 Care officer  
 Counsellor (*welfare services*)  
 Education welfare officer  
 Housing officer  
 Welfare officer

## 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.

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 (LEADING FIRE OFFICER AND BELOW)**

##### **3314 PRISON SERVICE OFFICERS (BELOW PRINCIPAL OFFICER)**

##### **3319 PROTECTIVE SERVICE ASSOCIATE PROFESSIONALS NEC**

##### **3311 NCOs AND OTHER RANKS**

Workers in this unit group are full-time members of the armed forces of the UK, the Commonwealth and other foreign countries and perform duties for which there is no civilian equivalent.

- stands watch and guards military establishments and other buildings;
- trains and exercises using various military equipment and tactics;
- patrols areas of possible military activity;
- leads and trains new recruits and lower ranks.

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

For a majority of positions entry does not depend upon academic qualifications. Entrants generally have to pass a selection interview, physical and medical examination. Entry to certain trades requires GCSEs/S grades or equivalent qualifications.

##### **RELATED JOB TITLES**

Airman/woman  
Corporal  
Petty officer  
Private  
Sapper  
Sergeant  
Sergeant-Major

##### **TASKS**

- monitors, operates, services and repairs military equipment;

### 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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no academic requirements for entry to the civilian (Home Office) police although graduates may apply for accelerated promotion. Entrants must sit an entry test and pass a medical examination. All police officers undergo a two year probationary training period.

#### 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 and demonstrations;
- investigates complaints, crimes, accidents, any suspicious activities or other incidents;
- interviews suspects, takes statements from witnesses and stops, searches and/or arrests suspects;
- prepares briefs or reports for senior officers;
- gives evidence in court cases.

#### RELATED JOB TITLES

Detective sergeant  
Police constable  
Police officer  
Policeman

### 3313 FIRE SERVICE OFFICERS (LEADING FIRE OFFICER AND BELOW)

Workers in this unit group co-ordinate and participate in fire fighting activities, advise on fire prevention and salvage goods during and after fires.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some brigades may specify certain GCSEs/S grades. Good colour vision without spectacles or contact lenses is required. Candidates must also pass a medical examination and a strength test. Initial training lasts between 3 and 4 months and is followed by a two year probationary period of assessment.

#### TASKS

- inspects premises to identify potential fire hazards and to check that statutory fire fighting equipment is available and in working order;
- 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.

#### RELATED JOB TITLES

Fire officer (*coal mine*)  
Fire fighter (*fire service*)  
Fireman (*fire service*)

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### 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

Entrants require GCSEs/S grades or equivalent qualifications. Candidates must be between 20 and 49 years old in England and Wales or between 20 and 57 years old in Scotland. Candidates must pass a pre-entry test and full medical examination. Basic training lasts for a period of 11 weeks and is followed by a 12 month probationary period.

#### 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;
- reports on prisoners' conduct as necessary.

#### RELATED JOB TITLES

Prison officer  
Warder (*prison service*)

### 3319 PROTECTIVE SERVICE ASSOCIATE PROFESSIONALS NEC

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 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.

#### RELATED JOB TITLES

Coastguard  
Coastguard officer  
Customs and Excise officer  
Emergency planning officer  
Scenes of crime officer (civilian)

## 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; promote the image of organisations, goods and services; design commercial and industrial products; compete in sporting events for financial gain; and provide training and instruction for sporting and recreational activities.

### MINOR GROUP 341

#### ARTISTIC AND LITERARY 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, and produce television programmes, films and stage presentations.

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

#### **3411 ARTISTS**

#### **3412 AUTHORS, WRITERS**

#### **3413 ACTORS, ENTERTAINERS**

#### **3414 DANCERS AND CHOREOGRAPHERS**

#### **3415 MUSICIANS**

#### **3416 ARTS OFFICERS, PRODUCERS AND DIRECTORS**

#### **3411 ARTISTS**

Workers in this unit group create artistic works by painting, drawing, printing, sculpting and engraving, 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 GNVQs/GSVQs, BTEC/SQA awards and degrees are available.

#### **TASKS**

- conceives and develops ideas 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 and drawing;
- approaches managers of galleries and exhibitions in order to get finished work displayed.



**RELATED JOB TITLES**

Animator (cartoon films)  
 Artist  
 Illustrator  
 Picture restorer  
 Sculptor

Editor  
 Freelance writer  
 Interpreter  
 Script writer  
 Translator

**3412 AUTHORS, WRITERS**

Workers in this unit group write, edit and evaluate literary material for publication (excluding material for newspapers, magazines and other periodicals) and translate spoken and written statements into different languages.

**3413 ACTORS, ENTERTAINERS**

Actors and entertainers sing, portray roles in dramatic productions, perform comedy routines, gymnastic feats and tricks of illusion, train animals to perform and perform with them.

**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.

**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. Entry to drama schools is usually based upon an audition. Some colleges prefer students to be under 25 years of age. Membership of the appropriate Trades Union is usually required. GNVQs/GSVQs and BTEC/SQA awards in Performing Arts are available.

**TASKS**

- determines subject matter and researches as necessary by interviewing, attending public events, seeking out records, etc.;
- 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.

**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, illusion and conjuring routines;
- trains animals to perform entertaining routines and may perform with them;
- plays pre-recorded music at nightclubs, discotheques, and private functions.

**RELATED JOB TITLES**

Author  
 Author (technical)

**RELATED JOB TITLES**

Actor  
 Disc jockey  
 Entertainer  
 Singer (*entertainment*)

### 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 exams. Entry to most courses is via audition. Some dance schools may state minimum and maximum height requirements. 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;
- demonstrates and directs dance moves, monitors and analyses technique and performance, and determines how improvements can be made.

#### RELATED JOB TITLES

Ballet dancer  
Ballet teacher  
Choreographer  
Dance instructor  
Dancer

### 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 degrees or diploma courses.

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 examination passes in their chosen instrument(s) and will be required to audition for places.

#### 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

Cellist  
Composer (music)  
Musician  
Organist  
Pianist  
Violinist

### 3416 ARTS OFFICERS, PRODUCERS AND DIRECTORS

Arts officers, producers and directors assume creative, financial and organisational responsibilities in the production of television programmes, films, stage presentations and the promotion and exhibition of other cultural activities.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry does not depend on academic qualifications although many entrants possess BTEC/SQA awards, diplomas or degrees in theatre, drama, stage management or media related courses. Training is received on-the-job, supplemented by specialist courses.

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**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 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;
- selects, contracts, markets and arranges for the presentation of performance, visual and heritage arts.

**RELATED JOB TITLES**

Arts development officer  
Arts officer  
Entertainment agent  
Producer (*entertainment*)  
Stage manager (*entertainment*)  
Studio manager

## MINOR GROUP 342 DESIGN ASSOCIATE PROFESSIONALS

Workers in this minor group use visual, audio, multimedia and other techniques to convey information for publicity, promotional and advertising purposes, 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 using illustrative, sound, visual and other multimedia techniques to convey a message for information, advertising, promotion or publicity purposes.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants have usually completed a foundation course, an Advanced GNVQ/GSVQ Level III, a BTEC/SQA award, a degree and/or postgraduate qualification. An NVQ/SVQ in Graphic Design is available at Level 2.

#### TASKS

- liaises with client to clarify aims of project brief, discusses media 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 instructions for printers, specifies typefaces, size, alignments and other formatting requirements.

#### RELATED JOB TITLES

Commercial artist  
Graphic artist  
Graphic designer

#### 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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants have usually completed a foundation course, an Advanced GNVQ/GSVQ Level III, a BTEC/SQA award, a degree and/or postgraduate qualification. NVQs/SVQs in Fashion Design and Design are available at Level 2.

#### TASKS

- liaises with client to determine the purpose, cost, technical specification and potential uses/users of product;
- undertakes research to determine market trends;

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- prepares sketches, designs, patterns or prototypes for textiles, clothing, footwear, jewellery, fashion accessories, ceramics, plastics, motor vehicles, domestic appliances and engineering products;
- submits design to management, sales department and client for approval and makes any necessary alterations;
- oversees production of sample product.

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**RELATED JOB TITLES**

Clothing designer  
Commercial designer  
Fashion designer  
Furniture designer  
Industrial designer  
Interior designer  
Textile designer

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## MINOR GROUP 343

### MEDIA ASSOCIATE PROFESSIONALS

Workers in this minor group write, evaluate and edit literary material for newspapers and periodicals, present, direct and produce television and radio broadcasts, promote the image and understanding of organisations and operate camera, sound, video and lighting equipment.

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

#### 3431 JOURNALISTS, NEWSPAPER AND PERIODICAL EDITORS

#### 3432 BROADCASTING ASSOCIATE PROFESSIONALS

#### 3433 PUBLIC RELATIONS OFFICERS

#### 3434 PHOTOGRAPHERS AND AUDIO-VISUAL EQUIPMENT OPERATORS

#### 3431 JOURNALISTS, NEWSPAPER AND PERIODICAL EDITORS

Journalists, newspaper and periodical editors write, evaluate and edit literary material for publication in newspapers, magazines and other periodicals.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although entrants usually possess a degree. A variety of postgraduate diplomas are 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 or periodical editor;
- selects material for 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

Journalist  
News editor (*newspaper*)  
Reporter (*newspaper*)  
Sports writer  
Sub-editor

#### 3432 BROADCASTING ASSOCIATE PROFESSIONALS

Broadcasting associate professionals introduce, present and participate in radio and television programmes, research material for broadcasts, and assume organisational and financial responsibility for the production of television and radio programmes.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although entrants usually possess a degree and have experience in journalism and/or broadcasting. Training is usually on-the-job supplemented by professionally recognised training courses. NVQs/SVQs in Broadcast Journalism are available at Level 4.

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**TASKS**

- introduces radio and television programmes, reads news bulletins and makes announcements;
- conducts interviews and prepares reports for news broadcasts, current affairs programmes and documentaries;
- directs actors and briefs designers, camera operators, sound recordists and editors on the effect to be achieved;
- assumes financial and organisational responsibility for the completion of television programmes on time and within budget;
- edits film and videotape to assemble shots in the required sequence.

**RELATED JOB TITLES**

Broadcaster  
 News reporter (*broadcasting*)  
 Production assistant (*broadcasting*)  
 Radio journalist  
 Television producer  
 Video editor

**3433 PUBLIC RELATIONS OFFICERS**

Public relations officers 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**

There are no formal academic entry requirements, although entrants usually possess A levels/H grades and a degree or equivalent qualification. Training is typically received on-the-job and supplemented by short courses or qualifications provided by professional institutions.

**TASKS**

- discusses issues of business strategy, products, services and target client base with management to identify public relations requirements;

- writes, edits and arranges for the effective distribution of press releases, news letters 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**

Information officer  
 Press officer  
 Public relations consultant  
 Publicity assistant

**3434 PHOTOGRAPHERS AND AUDIO-VISUAL EQUIPMENT OPERATORS**

Workers in this unit group operate and assist with still, cine and television cameras and operate other equipment to record and project sound and vision for entertainment, 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 BTEC/SQA awards, 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;
- checks that camera is loaded, inserts lenses and adjusts aperture and speed settings as necessary;

- photographs subject or follows action by moving camera;
- checks operation and positioning of projectors, videotape machines, mobile microphones and mixing and dubbing equipment;
- operates telecine, projection and video equipment to record and play back films and television programmes;
- operates sound mixing and dubbing equipment to obtain desired mix, level and balance of sound.

#### RELATED JOB TITLES

Audio visual technician  
Camera operator (*film, television production*)  
Film technician  
Photographer  
Press photographer  
Projectionist  
Sound recordist

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## 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 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

### 3449 SPORTS AND FITNESS OCCUPATIONS NEC

#### 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.

#### RELATED JOB TITLES

Cricketer  
Footballer  
Golfer  
Jockey

#### 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.

#### 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, and organise and officiate 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 such as BTEC/SQA awards. NVQs/SVQs are available in the context of certain sports.

**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;
- starts race, competition or match and controls its progress according to established rules.

**RELATED JOB TITLES**

Referee  
Sports coach  
Sports development officer  
Steward (horse racing)  
Swimming teacher  
Umpire

**3443 FITNESS INSTRUCTORS**

Fitness instructors deliver training in aerobics, keep fit, weight training and other forms of exercise at private health and fitness centres or local authority run sports and leisure centres.

**TYPICAL ENTRY ROUTE AND ASSORTED QUALIFICATIONS**

There are no formal academic requirements. Entrants however must 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.

**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;
- 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 consultant  
Keep fit teacher

**3449 SPORTS AND FITNESS OCCUPATIONS NEC**

Workers in this unit group instruct and supervise clients in a variety of recreational activities such as climbing, canoeing and mountaineering.

**TYPICAL ENTRY REQUIREMENTS**

There are no formal academic requirements. Entrants must possess a variety of coaching qualifications recognised by the appropriate governing bodies and usually have considerable practical experience. Applicants to coaching courses must normally be 18 years old and hold a first aid certificate.

**TASKS**

- devises programmes of activities to suit the needs of clients with varying levels of strength, fitness and ability;
- understands the health and safety aspects of different forms of recreational activity and ensures that any statutory requirements are met;

- inspects and maintains specialised clothing and other sporting equipment;
- arranges transportation and accommodation for participants.

**RELATED JOB TITLES**

Outdoor pursuits instructor  
Outward bound tutor  
Riding instructor

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## SUB-MAJOR GROUP 35

### BUSINESS AND PUBLIC SERVICE ASSOCIATE PROFESSIONALS

Business and public service associate professionals command and control the movement of air, sea and rail 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, recruitment, training and industrial relations activities; arrange for the trading and leasing of property on behalf of clients; undertake the planning, promotion and maintenance of areas of the environment; perform administrative functions in government; and undertake statutory inspections of health and safety.

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### MINOR GROUP 351

#### TRANSPORT ASSOCIATE PROFESSIONALS

Workers in this minor group command and navigate aircraft and vessels, drive trains, perform technical functions to operate and maintain such craft, and plan and regulate the ground and air movements of aircraft.

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

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#### **3511 AIR TRAFFIC CONTROLLERS**

#### **3512 AIRCRAFT PILOTS AND FLIGHT ENGINEERS**

#### **3513 SHIP AND HOVERCRAFT OFFICERS**

#### **3514 TRAIN DRIVERS**

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#### **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.

supervised practical experience leading to the award of a Civil Aviation Authority licence.

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

Entrants must be aged between 18 and 27 at time of application. 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. 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

#### **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;
- 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;

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- 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.

#### RELATED JOB TITLES

Air traffic controller  
Controller of aircraft  
Flight planner  
Ground movement controller (*airport*)

### 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 captain  
Airline pilot  
Commercial pilot  
Flight engineer  
Flying instructor  
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.
- starts train 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, the loading and unloading of freight and coupling/uncoupling of carriages and tubs;
  - checks safety equipment, regulates the heating of passenger compartments and records engine defects or unusual incidents on the journey.

#### RELATED JOB TITLES

Engine driver (*railways*)  
 Locomotive driver  
 Train driver

#### RELATED JOB TITLES

Chief engineer (hovercraft)  
 Master mariner  
 Navigator (*shipping*)  
 Ship's captain (*merchant navy*)  
 Ship's officer (*merchant navy*)

### 3514 TRAIN DRIVERS

Train drivers drive diesel, diesel-electric, electric and steam locomotives that transport passengers and goods on surface and underground railways.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements. Entrants must pass a medical examination. Good hearing, good eyesight and normal colour vision are required. Off- and on-the-job training is provided. An NVQ/SVQ in Rail Transport (Driving) is available at Level 2.

#### TASKS

- checks controls, gauges, brakes and lights before start of journey and studies route, timetable and track information;

## 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

Workers in this unit group 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.

#### RELATED JOB TITLES

Barrister's clerk  
Conveyancer  
Data protection officer  
Legal assistant  
Legal executive

#### 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;
- 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.

## MINOR GROUP 353

### BUSINESS AND FINANCE ASSOCIATE PROFESSIONALS

Business and finance 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 organisations financial affairs.

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/ADVISERS

#### 3535 TAXATION EXPERTS

#### 3536 IMPORTERS, EXPORTERS

#### 3537 FINANCIAL AND ACCOUNTING TECHNICIANS

#### 3539 BUSINESS AND RELATED ASSOCIATE PROFESSIONALS NEC

#### 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 time 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

Building estimator  
Estimator  
Insurance assessor  
Planner-estimator  
Surveyor and valuer  
Valuation surveyor  
Valuer

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### 3532 BROKERS

Workers in this unit group 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/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 loading;
- collects freight charges from client and undertakes all necessary formalities concerning customs and the loading/unloading of cargo.

#### RELATED JOB TITLES

Commodity trader  
Financial broker  
Foreign exchange dealer (*banking*)  
Insurance broker  
Shipbroker  
Stockbroker

### 3533 INSURANCE UNDERWRITERS

Workers in this unit group 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 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**

Insurance underwriter  
Underwriter

**3534 FINANCE AND INVESTMENT ANALYSTS/ADVISERS**

Workers in this unit group advise customers on the purchase of investment, 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. 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**

- predicts the long and short term future performance of securities and other financial assets and advises upon what will be a good 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;
- undertakes administrative duties on behalf of clients;
- identifies and attracts new clients by arranging visits and explaining the benefits of financial products.

**RELATED JOB TITLES**

Financial adviser  
Financial consultant  
Mortgage consultant  
Pension adviser

**3535 TAXATION EXPERTS**

Taxation experts advise clients 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 in contested claims before tax officials or an independent tribunal.

**RELATED JOB TITLES**

Inspector of taxes  
Tax consultant  
Tax senior  
Taxation adviser

**3536 IMPORTERS, 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 agent  
Exporter  
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, cashflow 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  
Financial controller

### **3539 BUSINESS AND RELATED ASSOCIATE PROFESSIONALS NEC**

Workers in this unit group advise on the effectiveness of an organisation's procedures, systems and methods, organise business conferences and exhibitions and perform other business and related occupations not elsewhere classified in MINOR GROUP 353: Business and Finance 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;
- discusses requirements for conferences, exhibitions, functions or similar events, advises on the facilities available, makes booking arrangements and undertakes and makes any further preparations required.

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**RELATED JOB TITLES**

Conference co-ordinator  
 Exhibition officer  
 Management information officer  
 Work study engineer  
 Work study officer

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## MINOR GROUP 354

### SALES AND RELATED ASSOCIATE PROFESSIONALS

Sales and related associate professionals purchase raw materials, equipment and merchandise, provide technical sales advice to customers, undertake market research, 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 PURCHASING OFFICERS

#### 3542 SALES REPRESENTATIVES

#### 3543 MARKETING ASSOCIATE PROFESSIONALS

#### 3544 ESTATE AGENTS, AUCTIONEERS

#### 3541 BUYERS AND PURCHASING OFFICERS

Buyers and purchasing 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.

- prices merchandise, places repeat orders for fast selling goods and arranges for promotions or price reductions for slow selling lines;
- maintains records and prepares reports as necessary.

#### RELATED JOB TITLES

Assistant buyer  
Buyer  
Media buyer  
Procurement officer

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although many employers expect A levels/H grades, BTEC/SQA awards or degrees. Professional qualifications and NVQs/SVQs in Procurement at Levels 2, 3 and 4 are available.

#### TASKS

- attends trade fairs, shows and displays to examine new product lines, examines price lists and samples and selects the most suitable supplier or places tenders with suitable firms;
- assesses budgetary limitations and customer requirements and decides on quantity, type, range and quality of goods or services to be bought;
- helps negotiate contract with supplier and specifies details of goods or services required;
- ensures that delivered items comply with order, monitors quality of incoming goods and returns unsatisfactory or faulty items;

#### 3542 SALES REPRESENTATIVES

Sales representatives 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**

Manufacturer's agent  
Salesman/woman (*wholesale*)  
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**

Account representative (*advertising*)  
Commercial officer  
Market researcher  
Marketing consultant

**3544 ESTATE AGENTS, 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**

Entry is most common via membership of the Professional Society for Valuers, Auctioneers and Estate Agents. Entrants to professional training possess GCSEs/S grades, an NVQ/SVQ at Level 2, an Intermediate GNVQ/GSVQ Level II and/or relevant experience. Off- and on-the-job training is taken over a two year period.

**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  
Estate agent  
Land agent  
Letting agent

## MINOR GROUP 355 CONSERVATION ASSOCIATE PROFESSIONALS

Workers in this minor group are responsible for the planning, management, promotion and day-to-day maintenance of areas of the environment in ways that are of benefit to wildlife and the public.

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

### 3551 CONSERVATION AND ENVIRONMENTAL PROTECTION OFFICERS

### 3552 COUNTRYSIDE AND PARK RANGERS

#### 3551 CONSERVATION AND ENVIRONMENTAL PROTECTION OFFICERS

Conservation and environmental protection officers are responsible for the scientific planning and daily running of areas of the environment in a way that reconciles the interests of conservation, land owners and the public.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a BTEC/SQA higher award or degree although some employers may require a higher degree or postgraduate qualification. Modern Apprenticeships and NVQs/SVQs in Environmental Conservation at Levels 2 and 3 are also available.

#### TASKS

- conducts ecological surveys to identify plant and animal species, map their habitat and draw up conservation plans;
- liaises with conservation organisations, planning authorities and land owners to establish nature reserves and Sites of Special Scientific Interest, and to identify and protect buildings and areas of historical interest;
- carries out environmental assessments as to the consequences of proposed new developments;

- organises and supervises conservation projects and the work of part-time and voluntary staff;
- provides information to the public through setting up displays, writing leaflets, making presentations and addressing the media.

#### RELATED JOB TITLES

Conservation officer  
Conservationist  
Environmental protection officer  
National park officer

### 3552 COUNTRYSIDE AND PARK RANGERS

Countryside and park rangers look after the countryside for the benefit of wildlife and the public through practical conservation, environmental education and liaison between land owners, local communities and visitors.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess a BTEC/SQA higher award or degree although some employers may require a higher degree or postgraduate qualification. A majority of entrants have prior practical experience. A range of training courses from professional

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associations and NVQs/SVQs in Environmental Conservation at Levels 2 and 3 are available.

#### **TASKS**

- advises visitors, organises guided walks and answers questions from the public about an area and its wildlife;
- encourages environmental education through addressing schools and community groups;
- patrols an area 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;
- acts as an intermediary between land owners, visitors and the local community in disputes over rights of access;
- works with the emergency services in instances of fire, flood, injury or mountain rescue.

#### **RELATED JOB TITLES**

Countryside ranger  
Countryside warden  
Environmental warden  
Park ranger

## MINOR GROUP 356 PUBLIC SERVICE AND OTHER ASSOCIATE PROFESSIONALS

Public service and other associate professionals supervise 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 SERVICE ASSOCIATE PROFESSIONALS

### 3562 PERSONNEL AND INDUSTRIAL RELATIONS OFFICERS

### 3563 VOCATIONAL AND INDUSTRIAL TRAINERS AND INSTRUCTORS

### 3564 CAREERS ADVISERS AND VOCATIONAL GUIDANCE SPECIALISTS

### 3565 INSPECTORS OF FACTORIES, UTILITIES AND TRADING STANDARDS

### 3566 STATUTORY EXAMINERS

### 3567 OCCUPATIONAL HYGIENISTS AND SAFETY OFFICERS (HEALTH AND SAFETY)

### 3568 ENVIRONMENTAL HEALTH OFFICERS

### 3561 PUBLIC SERVICE ASSOCIATE PROFESSIONALS

Public service associate professionals supervise and undertake general administrative work in national and local government departments, and organise the activities of local offices of national government departments.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants typically possess A levels/H grades or an equivalent qualification, although 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

- co-ordinates activities of 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, arranges for domiciliary visits to assess the financial circumstances of claimants and investigates any state insurance contribution problems;
- advises 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.

#### RELATED JOB TITLES

Higher executive officer (*government*)  
Principal officer (*local government*)  
Senior executive officer (*government*)

### 3562 PERSONNEL AND INDUSTRIAL RELATIONS OFFICERS

Personnel 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, trades 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 Institute of Personnel Development through study for professional qualifications. NVQs/SVQs in Personnel Support are available at Level 3.

#### TASKS

- undertakes research into pay differentials, productivity and efficiency bonuses and other payments;
- develops and recommends personnel and industrial relations policies and assists with their implementation;

- arranges meetings between management and employees or trades unions and assists with negotiations concerning pay and conditions of employment;
- advises on training and recruitment, negotiating procedures, salary agreements and other personnel and industrial relations issues;
- provides practical recruitment and selection services to clients such as preparing advertisements, checking application forms and interviewing candidates.

#### RELATED JOB TITLES

Industrial relations 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. Professional qualifications are available from the 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

Staff trainer  
 Technical instructor  
 Training consultant  
 Training instructor  
 Training officer

### 3564 CAREERS ADVISERS AND VOCATIONAL GUIDANCE SPECIALISTS

Workers 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 to training usually possess a degree, an approved diploma or equivalent qualification. Professional training towards the Diploma in Careers Guidance consists of a one-year full-time course followed by a one-year probationary period of on-the-job training.

#### 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 and/or training organisations and TECs;
- monitors progress and welfare of young people in employment and advises them on any difficulties.

#### RELATED JOB TITLES

Careers adviser  
 Careers officer  
 Placement co-ordinator  
 Placement officer

### 3565 INSPECTORS OF FACTORIES, UTILITIES AND TRADING STANDARDS

Inspectors of factories, utilities and trading standards undertake investigations and inspections to verify and ensure compliance with acts, regulations and other requirements regarding weights, measures and trade descriptions, the installation and safety of electrical, gas and water supplies and equipment and 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. Professional qualifications, postgraduate diplomas and NVQs/SVQs at Levels 3 and 4 are available and may be required in some occupations.

#### TASKS

- inspects measuring and similar equipment in factories and visits street traders, shops, garages and other premises to check scales, weights and measuring equipment;

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- 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, prepares reports and recommendations on all inspections made and recommends legal action where necessary.

#### RELATED JOB TITLES

Gas inspector  
 Inspector of factories (*government*)  
 Inspector of weights and measures  
 Installation inspector (*electricity, gas*)  
 Plumbing inspector  
 Trading standards officer

#### 3566 STATUTORY EXAMINERS

Workers in this unit group undertake investigations and inspections to ensure compliance with bye-laws, acts and other regulations concerning river pollution and use of fishing grounds, the condition and standard of ships' structures, equipment and accommodation, the treatment of animals, the operation of commercial, passenger and road goods vehicles and other miscellaneous concerns/issues not elsewhere classified.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with experience gained in employment, but is possible with GCSEs/S grades or A levels/H grades. On-the-job training is provided and professional qualifications are available and are required for some posts.

#### TASKS

- verifies the weight of vehicles, checks drivers licence and the number of hours worked;
- takes regular samples of river water for laboratory analysis and removes any diseased fish from the river;
- visits premises discharging effluent into river and advises on ways of preventing pollution;
- prevents illegal fishing and inspects and verifies fishing licences;
- visits kennels, race courses, slaughterhouses and other areas where animals are kept, investigates any complaints and advises on animal care;
- provides first aid treatment for animals and undertakes humane killing where necessary;
- undertakes other inspections not elsewhere classified, including alkali, drugs, explosives, flight operations, horticulture, wages and mining inspections.

#### RELATED JOB TITLES

Driving examiner (*Dept of Transport*)  
 Fishery officer  
 Flight examiner  
 National Insurance inspector  
 Pollution control officer  
 RSPCA inspector  
 Water bailiff

#### 3567 OCCUPATIONAL HYGIENISTS AND SAFETY OFFICERS (HEALTH AND SAFETY)

Workers in this unit group counsel employees on personal, domestic and other problems and grievances, advise on industrial health and safety and co-ordinate accident prevention and safety measures within an establishment or organisation.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entrants usually possess an NVQ/SVQ at Level 4 in Occupational Health and Safety Practice or a national

diploma awarded by the National Examination Board in Occupational Safety and Health. After three years relevant experience, holders of these qualifications can apply for membership of the Institution of Occupational Safety and Health.

#### TASKS

- assists employees in need of accommodation and maintains contact with those off work due to illness;
- counsels individuals on any personal or domestic problems affecting their work;
- inspects factory and other work areas to ensure compliance with health and safety legislation;
- instructs workers in the proper use of protective clothing and safety devices;
- compiles statistics on accidents and injuries, analyses their causes and makes recommendations to management accordingly;
- gives talks and distributes information on accident prevention;
- carries out routine tests on safety devices and protective clothing.

#### RELATED JOB TITLES

Health and Safety officer  
Occupational hygienist  
Safety adviser  
Safety officer

### 3568 ENVIRONMENTAL HEALTH OFFICERS

Environmental health officers undertake inspections and investigations to verify and ensure compliance with government acts, orders and regulations relating to environmental hygiene and the general health of the public.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry will require GCSEs/S grades and A levels/H grades. Registration to the Chartered Institute of

Environmental Health requires candidates to possess an accredited degree or postgraduate qualification and to complete a year of assessed practical training and further professional examinations.

#### TASKS

- inspects and investigates housing and working conditions, conditions under which food, drink and drugs are manufactured and stored, atmospheric pollution, drainage, sewage and refuse disposal, noise levels, etc. to ensure compliance with government regulations;
- makes visits and inspections in accordance with a planned programme or in response to complaints;
- advises on ways of rectifying conditions that contravene regulations;
- prepares reports and recommendations on all inspections made;
- recommends legal action in cases of persistent contravention of regulations.

#### RELATED JOB TITLES

Authorised meat inspector  
Environmental health inspector  
Environmental health officer  
Public health officer

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## **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 clerical 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 occupations 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**

**414 ADMINISTRATIVE OCCUPATIONS: COMMUNICATIONS**

**415 ADMINISTRATIVE OCCUPATIONS: GENERAL**

#### **42 SECRETARIAL AND RELATED OCCUPATIONS**

**421 SECRETARIAL AND RELATED OCCUPATIONS**

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## SUB-MAJOR GROUP 41

### ADMINISTRATIVE OCCUPATIONS

Workers in this sub-major group undertake administrative and clerical work in 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, market research and database administration; operate telecommunications equipment and perform other general clerical tasks.

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#### MINOR GROUP 411

#### ADMINISTRATIVE OCCUPATIONS: GOVERNMENT AND RELATED ORGANISATIONS

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Workers in this minor group undertake a variety of administrative and clerical work in government departments and non-governmental organisations.

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

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##### 4111 CIVIL SERVICE EXECUTIVE OFFICERS

##### 4112 CIVIL SERVICE ADMINISTRATIVE OFFICERS AND ASSISTANTS

##### 4113 LOCAL GOVERNMENT CLERICAL OFFICERS AND ASSISTANTS

##### 4114 OFFICERS OF NON-GOVERNMENTAL ORGANISATIONS

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##### 4111 CIVIL SERVICE EXECUTIVE OFFICERS

- undertakes random or regular checks of work to assess output and quality;

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Workers in this unit group undertake administrative duties within government offices and departments, and supervise the activities of junior administrative and clerical staff.

- ensures that accounting, verifying, recording and other prescribed procedures are adhered to;
- advises on the purchase of office equipment and supplies;

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##### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with GCSEs/S grades and A levels/H grades, BTEC/SQA awards or GNVQs/GSVQs, although many entrants are graduates. Off- and on-the-job training is provided. NVQs/SVQs and professional qualifications are available for certain areas of work.

- assists senior government officers with policy work, external liaison or general administrative work;
- undertakes administrative and supervisory duties specific to the operation of Inland Revenue offices, Job Centres, Benefits Agency offices and other local offices of national government.

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##### TASKS

- plans work schedules, assigns duties and supervises the activities of administrative and clerical staff;

##### RELATED JOB TITLES

Adviser (*Job Centre*)  
 Executive officer (*government*)  
 Revenue executive (*government*)

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## 4112 CIVIL SERVICE ADMINISTRATIVE OFFICERS AND ASSISTANTS

Civil Service administrative officers and assistants undertake a variety of clerical work in national government departments, and in local offices of national government departments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible with GCSEs/S grades, and/or relevant practical experience. NVQs/SVQs in Administration are available at Levels 2 and 3. Modern Apprenticeships leading to NVQ/SVQ at Level 3 are also available.

### TASKS

- 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;
- undertakes a variety of clerical tasks specific to the operations of Inland Revenue offices, Job Centres, Benefits Agency offices and other local offices of national government;
- performs miscellaneous clerical tasks such as proof reading printed material, drafting letters, taking minutes etc.

### RELATED JOB TITLES

Administrative assistant (*government*)  
Administrative officer (*government*)  
Revenue assistant (*government*)

## 4113 LOCAL GOVERNMENT CLERICAL OFFICERS AND ASSISTANTS

Local government clerical officers and assistants undertake a variety of 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;
- operates data processing equipment to update and maintain 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*)  
Clerical assistant (*local government*)  
Clerical officer (*local government*)  
Local government officer

## 4114 OFFICERS OF NON- GOVERNMENTAL ORGANISATIONS

Workers in this unit group 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.

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**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 and telephone correspondence from members and other organisations;
- undertakes fund raising activities within a specified geographical area;
- prepares and provides measures of organisational activity for senior officials.

**RELATED JOB TITLES**

Branch secretary (*charitable organisation*)  
Charity administrator  
Official (*trade union*)  
Organiser (*trade union*)

## 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 ACCOUNTS AND WAGES CLERKS, BOOK-KEEPERS, OTHER FINANCIAL CLERKS

#### 4123 COUNTER CLERKS

#### 4121 CREDIT CONTROLLERS

Credit controllers perform financial, administrative and other tasks in relation to credit control and debt collection.

#### RELATED JOB TITLES

Credit control clerk  
Credit controller  
Credit supervisor

#### 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.

#### 4122 ACCOUNTS AND WAGES CLERKS, BOOK-KEEPERS, OTHER FINANCIAL CLERKS

Accounts and wages clerks, book-keepers, and other financial clerks, maintain and balance records of financial transactions, calculate hours worked, wages due and other relevant contributions/deductions and perform other financial and related clerical duties.

#### 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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants typically possess GCSEs/S grades or equivalent qualifications. Training is typically provided on-the-job. NVQs/SVQs in Administration are available at Levels 1 and 2.

#### TASKS

- checks and records accuracy of daily records of financial transactions;

- prepares provisional balances and reconciles these with appropriate accounts;
- calculates and records hours worked, wages due, deductions and voluntary contributions;
- compiles schedules and distributes or arranges distribution of wages and salaries;
- calculates costs and overheads and prepares analyses for management.
- receives and pays out cash, cheques, money orders, credit notes, foreign currency or travellers cheques;
- provides postal services, pays pensions, Job Seekers' Allowance 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.

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## RELATED JOB TITLES

Accounts assistant  
Accounts clerk  
Audit assistant  
Bookkeeper  
Cost clerk  
Ledger clerk  
Wages clerk

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## 4123 COUNTER CLERKS

Counter clerks deal with the payment of money, cheques and other financial claims and open and close accounts. Advise upon financial products and services offered by banks, building societies and post offices.

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## 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 Providing Financial Services (Banks and Building Societies) are available at Levels 2, 3 and 4.

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## 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;

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## RELATED JOB TITLES

Bank clerk  
Box office clerk  
Cashier (*bank, building society*)  
Cashier (*bookmakers, turf accountants*)  
Clerk (*bank, building society*)  
Post office clerk  
Ticket seller

## MINOR GROUP 413

### ADMINISTRATIVE OCCUPATIONS: RECORDS

Workers in this minor group create, maintain, update and file correspondence, data, documents and information held electronically for storage and despatch.

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

#### 4131 FILING AND OTHER RECORDS ASSISTANTS/CLERKS

#### 4132 PENSIONS AND INSURANCE CLERKS

#### 4133 STOCK CONTROL CLERKS

#### 4134 TRANSPORT AND DISTRIBUTION CLERKS

#### 4135 LIBRARY ASSISTANTS/CLERKS

#### 4136 DATABASE ASSISTANTS/CLERKS

#### 4137 MARKET RESEARCH INTERVIEWERS

#### 4131 FILING AND OTHER RECORDS ASSISTANTS/ CLERKS

Filing and other records assistants and clerks maintain and update documents, correspondence and other records and organises their storage.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no minimum academic requirements, although entrants typically possess GCSEs/S grades or equivalent qualifications. Training is typically provided on-the-job. NVQs/SVQs in Administration at Levels 1 and 2 are available.

#### 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.

#### RELATED JOB TITLES

Filing clerk  
Lottery assistant  
Records clerk  
Technical clerk

#### 4132 PENSIONS AND INSURANCE CLERKS

Pensions and insurance clerks provide general clerical support to senior colleagues and perform specialist clerical tasks in relation to the administration of pension and insurance policies.

#### 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 Insurance are available at Levels 2 and 3. Professional qualifications are also available.

#### TASKS

- answers queries from clients and assists in interpreting and completing information requested on forms;

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- 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

Claims handler  
Insurance clerk  
Pensions administrator

#### 4133 STOCK CONTROL CLERKS

Stock control clerks receive orders from customers, prepare requisitions or despatch documents for ordered goods, maintain and update records, files and other correspondence regarding 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 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

Material controller  
Progress chaser  
Stock control clerk  
Stock controller

#### 4134 TRANSPORT AND DISTRIBUTION CLERKS

Workers in this unit group perform various clerical functions related 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 considering various aspects of road distribution and cargo operations 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

Distribution co-ordinator  
Fleet administrator  
Fleet controller  
Shipping clerk  
Transport clerk

#### 4135 LIBRARY ASSISTANTS/ CLERKS

Library assistants and clerks 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. 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

Library assistant  
Library clerk

#### 4136 DATABASE ASSISTANTS/ CLERKS

Database assistants and clerks create, maintain, preserve and update information held in electronic databases, computer files, voice-mailboxes and e-mail systems.

#### 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.

#### TASKS

- receives, checks, prioritises and assembles information for inputting;
- operates keyboard to edit, update and create files, to enter data and to retrieve data or produce output;
- checks accuracy through validation of information inputted and monitoring the consistency of any output;
- reports failures to systems programmers and engineers;
- enters database to search for information and answer enquiries;
- performs general clerical duties including maintaining records and completing worksheets.

#### RELATED JOB TITLES

Computer clerk  
Data entry clerk  
Data processor  
VDU operator

#### 4137 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.

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**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 writes reports.

**RELATED JOB TITLES**

Market research interviewer  
Market researcher (interviewing)  
Telephone interviewer

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## MINOR GROUP 414

### ADMINISTRATIVE OCCUPATIONS: COMMUNICATIONS

Workers in this minor group operate switchboards, receive and direct telephone calls, provide advice and assistance in making telephone calls and operate other telecommunications equipment.

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

#### 4141 TELEPHONISTS

#### 4142 COMMUNICATION OPERATORS

#### 4141 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

Switchboard operator (telephone)  
Telephone operator  
Telephonist

#### 4142 COMMUNICATION OPERATORS

Workers 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.

#### RELATED JOB TITLES

Communications operator  
Control room operator (*emergency services*)  
Radio operator  
Telecommunications officer  
Telex operator

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## **MINOR GROUP 415**

### **ADMINISTRATIVE OCCUPATIONS: GENERAL**

Workers in this minor group perform a variety of clerical tasks and comprise people described as 'clerk', 'clerical assistant' or with other job titles lacking specific details.

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

#### **4150 GENERAL OFFICE ASSISTANTS/CLERKS**

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#### **4150 GENERAL OFFICE ASSISTANTS/CLERKS**

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Workers in this unit group are responsible for recording, filing and disseminating information for a business, organisation or individual.

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#### **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.

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#### **TASKS**

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- 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.

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#### **RELATED JOB TITLES**

Clerical assistant  
Clerical officer  
Clerk  
Clerk-typist  
Office supervisor

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## SUB-MAJOR GROUP 42

### SECRETARIAL AND RELATED OCCUPATIONS

Secretarial occupations perform general secretarial, clerical and organisational duties in support of management and other workers.

#### MINOR GROUP 421

#### SECRETARIAL AND RELATED OCCUPATIONS

Workers in this minor group provide shorthand and audio dictation services, type, edit and print documents using typewriters, word processors or personal computers, 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**

#### **4211 MEDICAL SECRETARIES**

Medical secretaries file and maintain medical and other records, transcribe notes and dictation into typewritten form and perform other routine 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;
- writes down dictated matter in shorthand and transcribes it into typewritten form;
- transcribes audio dictation into typewritten form;
- maintain patients' records and arranges appointments;
- answers enquiries and refers patient to appropriate experts;
- organises and attends meetings and keeps records of proceedings.

#### **RELATED JOB TITLES**

Doctor's secretary  
Medical secretary

## 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

- sorts and files correspondence;
- writes down dictated matter into shorthand and transcribes it into typewritten form;
- transcribes audio dictation into typewritten form;
- maintains court and clients' records and arranges appointments;
- answers enquiries and directs clients to appropriate experts;
- attends meetings and keeps records of proceedings.

### RELATED JOB TITLES

Legal secretary  
Litigation secretary

## 4213 SCHOOL SECRETARIES

School secretaries file and maintain school and other records, translate notes and dictation into typewritten form and perform other routine clerical tasks within schools.

### 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 and files correspondence;
- writes down dictated matter into shorthand and transcribes it into typewritten form;
- transcribes audio dictation into typewritten form;
- maintains administrative files and records of attendance;
- handles enquiries from parents and arranges meetings with members of staff.

### RELATED JOB TITLES

School clerk  
School secretary

## 4214 COMPANY SECRETARIES

Company secretaries (excluding qualified chartered secretaries) file and maintain company records, translate notes and dictation into typewritten form and perform other routine 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

- sorts, distributes and files correspondence;
- writes down dictated matter into shorthand and transcribes it into typewritten form;
- transcribes audio dictation into typewritten form;
- arranges meetings, circulates agenda and keeps records of proceedings;
- directs enquiries to appropriate members of staff.

**RELATED JOB TITLES**

Club secretary  
Company secretary

**4215 PERSONAL ASSISTANTS AND OTHER SECRETARIES**

Workers in this unit group perform a variety of secretarial tasks for individuals or within organisations not elsewhere classified in MINOR GROUP 421: Secretarial and Related Occupations.

**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 with colleagues and people from outside organisations;
- arranges appointments, organises travel arrangements and makes reservations;
- maintains, sorts and files correspondence and other documentation;
- writes down dictated matter in shorthand and transcribes it into typewritten form;
- attends meetings and keeps records of proceedings;
- translates documents and liaises with overseas clients and suppliers.

**RELATED JOB TITLES**

Bilingual secretary  
Farm secretary  
Manager's personal assistant  
Personal managerial assistant  
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 and 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;
- 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.

**RELATED JOB TITLES**

Doctor's receptionist  
Receptionist  
Secretary-receptionist

**4217 TYPISTS**

Workers in this unit group type letters, minutes, memos, reports and other documents from written or dictated matter, using typewriters, word processors or personal computers.

**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 professional certificates. Units in keyboarding skills and producing documents are included in NVQs/SVQs in Administration at Levels 1 to 4.

**TASKS**

- types letters, minutes, memos, reports and other documents;
- 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  
Shorthand typist  
Typist  
Word processor operator

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## 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 work-based training programme.

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

#### **51 SKILLED AGRICULTURAL TRADES**

##### **511 AGRICULTURAL TRADES**

#### **52 SKILLED METAL AND ELECTRICAL TRADES**

##### **521 METAL FORMING, WELDING AND RELATED TRADES**

##### **522 METAL MACHINING, FITTING AND INSTRUMENT MAKING TRADES**

##### **523 VEHICLE TRADES**

##### **524 ELECTRICAL TRADES**

#### **53 SKILLED CONSTRUCTION AND BUILDING TRADES**

##### **531 CONSTRUCTION TRADES**

##### **532 BUILDING TRADES**

#### **54 TEXTILES, PRINTING AND OTHER SKILLED TRADES**

##### **541 TEXTILES AND GARMENTS TRADES**

##### **542 PRINTING TRADES**

##### **543 FOOD PREPARATION TRADES**

##### **549 SKILLED TRADES NEC**

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## SUB-MAJOR GROUP 51 SKILLED AGRICULTURAL TRADES

Skilled agricultural 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 TRADES

Workers within agricultural trades 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 GROUNDSMEN/GROUNDSWOMEN

#### 5119 AGRICULTURAL AND FISHING TRADES NEC

#### 5111 FARMERS

Farmers and related occupations cultivate arable crops, fruits and trees, and raise cattle, sheep, pigs, poultry and other livestock for consumption.

- 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.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No formal academic qualifications are required. Training is typically received on-the-job. A variety of vocational qualifications in agriculture are available, including NVQs/SVQs at Levels 1 to 4.

#### RELATED JOB TITLES

Agricultural contractor  
Farmer  
Herd manager  
Small holder

#### TASKS

- feeds and waters animals, supervises births, treats minor ailments and calls vet if necessary;
- plants, propagates, sprays, fertilises and harvests field crops and horticultural produce;
- undertakes farm maintenance tasks such as fencing, hedging, cleaning and building maintenance;

#### 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

Horticulturist (*market gardening*)  
Market gardener  
Nurseryman  
Propagator

### 5113 GARDENERS AND GROUNDSMEN/ GROUNDSWOMEN

Gardeners and groundsmen/groundswomen cultivate flowers, trees, shrubs and other plants in public and private gardens, construct artificial features to improve the appearance of existing terrain, cut and lay turf and maintain areas for sports and recreation.

### 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, and in Sports Turf Management at Level 4. 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;
- moves soil to alter surface contour of land using mechanical equipment and constructs paths, rockeries, ponds and other features;
- rolls, mows and waters grass.

### RELATED JOB TITLES

Gardener  
Greenkeeper  
Groundsman/groundswoman  
Landscape gardener  
Turf cutter

### 5119 AGRICULTURAL AND FISHING TRADES NEC

Workers in this unit group perform a variety of agricultural and fishing occupations not elsewhere classified in MINOR GROUP 511: Agricultural 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;

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- commands, navigates and maintains shipping vessels, assists with the shooting, hauling and repairing of 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;
- houses, feeds, exercises, trains and grooms horses and dogs in preparation for entry to shows and races;
- monitors and maintains the level of wildfowl on public and private estates.

**RELATED JOB TITLES**

Fisherman  
Gamekeeper  
Greyhound trainer  
Stable manager  
Tree surgeon

## SUB-MAJOR GROUP 52

### SKILLED METAL AND ELECTRICAL 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, install and repair industrial plant and machinery, assemble parts in the manufacture of metal goods, make and calibrate precision instruments, maintain and repair motor vehicles, and install, test and repair industrial, domestic and commercial electrical/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, SHIPWRIGHTS, 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 last up to four years. Apprenticeships incorporate technical training and practical experience and lead to recognised awards and membership of professional bodies.

#### TASKS

- heats or supervises the heating of metal to be forged in furnace;
- 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;
- holds special forging tools against workpiece 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.

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**RELATED JOB TITLES**

Blacksmith  
Farrier  
Forger  
Hot brass stamper  
Smith

**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. Modern 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 damaged 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**

Coremaker (*metal trades*)  
Die caster  
Floor moulder  
Moulder and coremaker (*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. Modern Apprenticeships in Engineering Materials Processing, Engineering Assembly and Engineering Construction are available at NVQ/SVQ Level 3.

**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.

**RELATED JOB TITLES**

Coppersmith  
Metal finisher  
Panel beater (*metal trades*)  
Sheet metal fabricator  
Sheet metal worker

**5214 METAL PLATE WORKERS,  
SHIPWRIGHTS, RIVETERS**

Metal plate workers, shipwrights 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. Modern Apprenticeships in Engineering Materials Processing, Engineering Assembly and Engineering Construction are available at NVQ/SVQ Level 3.

### 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, smooths 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

Boilermaker  
Caulker-burner  
Plater-welder  
Shipwright

## 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. Modern Apprenticeships are available at NVQ/SVQ Level 3. To gain employment, welders must pass a Welder Approval Test to demonstrate the required skills.

### 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;
- guides electrode or torch along line of weld, burns away damaged areas, and melts brazing alloy or solder into joints;
- cleans and smooths weld.

### RELATED JOB TITLES

Arc welder  
Electric welder  
Fitter-welder  
Solderer (*metal trades*)  
Spot welder  
Welder

## 5216 PIPE FITTERS

Workers in this unit group install and repair pipes in industrial and domestic premises.

## TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, 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.

### TASKS

- examines drawings and specifications to determine layout of piping;

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- 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 domestic, commercial and industrial properties;
- 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**

Advanced pipe fitter  
Pipe 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 and make, calibrate, test and repair precision and optical instruments.

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

#### 5221 METAL MACHINING SETTERS AND SETTER OPERATORS

Workers in this unit group operate machines to drill, bore, grind, cut, and mill or to otherwise shape metal workpieces.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is usually received on-the-job. 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

Centre lathe turner  
Machine setter (*metal trades*)  
Machine tool setter  
Setter (*metal trades*)  
Setter-operator (*metal trades*)  
Tool setter-operator

### 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.

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### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements although some employers may require GCSEs/S grades. Training is usually received on-the-job. 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 sinker (*metal trades*)  
Jig and tool fitter  
Marker-off (*engineering*)  
Tool maker (*metal trades*)  
Tool room fitter

### 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. Modern Apprenticeships in Engineering Maintenance at

NVQ/SVQ Level 3 are available. NVQs/SVQs in Aircraft Engineering Maintenance are available at Level 3. Further professional qualifications are required to become a licensed aircraft engineer.

#### 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 aircraft and 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 and jet engines and motor vehicles;
- erects, installs, repairs and services plant and industrial machinery, including railway stock, textile machines, aircraft frames and engines, coin operated machines, locks, sewing machines, bicycles and gas and oil appliances.

#### RELATED JOB TITLES

Aircraft engineer  
Aircraft fitter  
Aircraft ground engineer  
Bench fitter  
Engineering fitter  
Fitter and turner  
Machine fitter  
Maintenance fitter  
Mechanic-fitter  
Millwright  
Plant fitter

### 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; 1
- marks out and machines aluminium, brass, steel and plastics using machine tools such as grinders, lathes and shapers; 2
- tests watches and clocks for repair to diagnose faults and removes, repairs or replaces damaged and worn parts; 3
- tests completed timepiece for accuracy using electronic or other test equipment; 3
- carries out service tasks such as cleaning, oiling and regulating; 4
- checks prepared parts for accuracy using measuring equipment, assembles parts and adjusts as necessary using hand and machine tools; 4
- positions, aligns and secures optical lenses in mounts; 5
- tests, adjusts and repairs precision and optical instruments. 5

### RELATED JOB TITLES

Clockmaker  
 Horologist  
 Instrument maker  
 Instrument mechanic  
 Optical technician  
 Precision engineer  
 Watch and clock repairer  
 Watchmaker

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## 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 MOTOR MECHANICS, AUTO ENGINEERS

### 5232 VEHICLE BODY BUILDERS AND REPAIRERS

### 5233 AUTO ELECTRICIANS

### 5234 VEHICLE SPRAY PAINTERS

#### 5231 MOTOR MECHANICS, AUTO ENGINEERS

Motor mechanics and auto engineers accept calls for help and repair and service the mechanical parts of cars, lorries, buses, motorcycles and other 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. Training is undertaken off- and on-the-job. NVQs/SVQs at Levels 2 and 3 are available. Modern Apprenticeships at NVQ/SVQ Level 3 are available and take three to four years to complete.

#### TASKS

- may drive to site of breakdown and visually checks, test drives or uses test equipment to diagnose engine and mechanical faults;
- removes, dismantles and checks the appropriate parts, systems or entire engine;
- repairs and replaces defective parts;
- prepares new parts using hand and machine 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.

#### RELATED JOB TITLES

Car mechanic  
Diesel fitter  
Garage mechanic  
Motor fitter  
Motor mechanic  
Motor vehicle technician  
Motorcycle mechanic  
Vehicle mechanic  
Vehicle patrolman/woman

#### 5232 VEHICLE BODY BUILDERS AND REPAIRERS

Workers in this unit group construct and repair the bodies of road vehicles, railway coaches and aircraft, 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. Off- and on-the-job training is provided. NVQs/SVQs at Levels 2 and 3 are available. Modern Apprenticeships at NVQ/SVQ Level 3 are also available and take between three to four years to complete.

**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, mobile shops and bulkheads in aircraft;
- positions, secures and repairs external fittings including windows, doors, door handles, catches and roof attachments.

**RELATED JOB TITLES**

Body builder (vehicles)  
 Body maker (vehicles)  
 Coach builder  
 Coach finisher  
 Panel beater (*vehicle repair*)  
 Vehicle body repairer  
 Vehicle builder

**5233 AUTO ELECTRICIANS**

Auto electricians repair and service the electrical/electronic circuitry and components of cars, lorries, buses, motorcycles and other 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. Modern Apprenticeships at NVQ/SVQ Level 3 are also available and take between three to four years to complete.

**TASKS**

- uses portable and bench test equipment to diagnose faults in electrical/electronic circuitry;
- removes faulty components and fits replacements using hand tools and by simple brazing/soldering;
- makes new parts using hand and machine tools;
- checks condition of electrical/electronic systems and carries out servicing tasks;
- installs additional electrical amenities such as radio/cassette players, aerials and radio suppressers.

**RELATED JOB TITLES**

Auto electrician  
 Automobile electrician

**5234 VEHICLE SPRAY PAINTERS**

Vehicle spray painters use spray equipment to apply paint, cellulose and other protective or decorative materials to the bodywork of motor vehicles, railway coaches and aircraft.

**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. Modern Apprenticeships at NVQ/SVQ Level 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**

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Car paint sprayer  
Coach painter  
Vehicle refinisher

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## MINOR GROUP 524 ELECTRICAL TRADES

Workers in electrical 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, computing and other commercial, industrial and domestic functions.

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

### 5241 ELECTRICIANS, ELECTRICAL FITTERS

### 5242 TELECOMMUNICATIONS ENGINEERS

### 5243 LINES REPAIRERS AND CABLE JOINTERS

### 5244 TV, VIDEO AND AUDIO ENGINEERS

### 5245 COMPUTER ENGINEERS, INSTALLATION AND MAINTENANCE

### 5249 ELECTRICAL/ELECTRONICS ENGINEERS NEC

#### 5241 ELECTRICIANS, 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. Modern 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  
Maintenance electrician

#### 5242 TELECOMMUNICATIONS ENGINEERS

Telecommunications engineers install, maintain and repair public and private telephone systems.

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### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic requirements, although entrants typically possess GCSEs/S grades or an equivalent qualification. Modern Apprenticeships and National 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.

### RELATED JOB TITLES

Technical officer (*telecommunications*)  
Telecom engineer  
Telecommunications engineer  
Telephone engineer  
Telephone installation engineer  
Telephone technician

### 5243 LINES REPAIRERS AND CABLE JOINTERS

Lines repairers and cable jointers install, maintain, test and repair overhead, underground, surface and submarine electricity and telecommunications cables.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/SVQs are available at Levels 2 and 3.

### TASKS

- assists with the erection of wood poles or steel towers to carry overhead lines;
- removes protective sheath from cables, joins conductor wires by brazing, soldering or crimping and applies conductor insulation and protective coverings;
- 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

Cable jointer  
Cable repairer (electric)  
Overhead linesman

### 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 on- and off-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

Radio and television engineer  
 Service engineer (radio and television)  
 Television engineer  
 Television service engineer  
 Video engineer (service and repair)

#### 5245 COMPUTER ENGINEERS, INSTALLATION AND MAINTENANCE

Computer engineers install, maintain and repair personal computers, mainframe and other computer hardware.

#### 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

- maintains documentation to track and log system components and identify system upgrades, enhancements and conversions of infrastructure;
- examines drawings, specifications and wiring diagrams to determine appropriate method and sequence of operations;
- installs and maintains hardware incorporating PCs and mainframe, and installs optical fibre, copper cable and other appropriate links;

- places prepared parts and sub-assemblies in position, checks alignment and secures with hand tools;
- carries out preventative servicing tasks, monitors the operation of computer equipment, and advises on hardware requirements and acquisition.

#### RELATED JOB TITLES

Computer engineer  
 Computer maintenance engineer  
 Computer service engineer  
 Computer service technician

#### 5249 ELECTRICAL/ELECTRONICS ENGINEERS NEC

Workers in this group perform a variety of electrical and electronic occupations not elsewhere classified in MINOR GROUP 524: Electrical 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 not elsewhere classified;
- connects wire or cable to specified terminals or connectors by crimping, brazing, bolting or soldering;

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- examines for defect and repairs, x-ray equipment, aircraft and ground control electronic equipment, teleprinters, accounting machines, dictating machines, electronic test equipment, railway electrical signalling equipment, sound and television transmission equipment, radar equipment, microwave ovens, metal detectors, medical equipment, office equipment such as printers, photocopiers and fax machines, and other electronic and related equipment not elsewhere classified;
- tests for correct functioning and makes any further necessary adjustments;
- performs routine servicing tasks, such as cleaning and insulation testing.

### **RELATED JOB TITLES**

Alarm engineer  
Customer engineer (office machinery)  
Electronic engineer (maintenance)  
Office machinery mechanic  
Service engineer  
Signal technician (*railways*)



## SUB-MAJOR GROUP 53

### SKILLED CONSTRUCTION AND BUILDING TRADES

Skilled construction and building trades 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 TRADES

Workers within construction 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, MASONS**

##### **5313 ROOFERS, ROOF TILERS AND SLATERS**

##### **5314 PLUMBERS, HEATING AND VENTILATING ENGINEERS**

##### **5315 CARPENTERS AND JOINERS**

##### **5316 GLAZIERS, WINDOW FABRICATORS AND FITTERS**

##### **5319 CONSTRUCTION TRADES NEC**

#### **5311 STEEL ERECTORS**

Steel erectors fit and erect structural metal framework for buildings and other structures such as chimneys.

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

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through a Modern Apprenticeship or National Traineeship approved by the 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.

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**RELATED JOB TITLES**

Steel erector  
Steel fabricator  
Structural erector

**5312 BRICKLAYERS, 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 a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board 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  
Mason  
Monumental mason  
Stone mason

**5313 ROOFERS, ROOF TILERS AND SLATERS**

Workers 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 a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board 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**

Felt roofer  
Roof sheeter  
Roof tiler  
Roofer  
Roofing contractor  
Slater  
Slater and tiler  
Thatcher

**5314 PLUMBERS, HEATING AND VENTILATING ENGINEERS**

Workers 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 establishments.

**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. Modern 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

Air conditioning engineer  
Gas service 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 a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board 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

Boat builder  
Builder's joiner  
Carpenter  
Carpenter and joiner  
Shop fitter

## 5316 GLAZIERS, WINDOW FABRICATORS AND FITTERS

Workers 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 a Modern 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;

- smoothes 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

Double glazing installer  
Glass fitter  
Glazier  
Leaded light maker  
Window fabricator  
Window fitter

- maintains and repairs steeples, industrial chimneys and other high structures, and installs and replaces lightning conductors.

#### RELATED JOB TITLES

Builder (*building and contracting*)  
Builder and decorator  
Building contractor  
General builder  
Steel fixer  
Steeplejack

### 5319 CONSTRUCTION TRADES NEC

Workers in this unit group undertake a variety of tasks in the construction, alteration, maintenance and repair of buildings, steeples, industrial chimneys and other tall structures.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, though GCSEs/S grades are advantageous. Entry is typically through a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board 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;

## MINOR GROUP 532 BUILDING 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 a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board leading to an NVQ/SVQ in General Construction at Level 3.

#### TASKS

- mixes, or directs the mixing of, plaster to desired consistency;
- applies and smoothes 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

Plasterer  
Plastering contractor

#### 5322 FLOORERS AND WALL TILERS

Workers in this unit group 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 a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board 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;

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- 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  
 Carpet planner  
 Floor layer  
 Floor tiler  
 Tile fixer  
 Wall tiler

## 5323 PAINTERS AND DECORATORS

Workers in this unit group apply paint, varnish, wallpaper and other protective and decorative materials to interior and exterior walls and surfaces, make signs and showcards, paint designs and lettering 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 a Modern Apprenticeship or National Traineeship approved by the Construction Industry Training Board 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;
- sketches outline of lettering or design onto surface and paints, or presses gold or similar leaf onto adhesive, as required to reproduce design;
- stains, waxes and french polishes wood surfaces by hand.

### RELATED JOB TITLES

Decorator  
 French polisher  
 House painter  
 Painter  
 Painter and decorator  
 Sign writer

## 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, and prepare food within hotels, restaurants and other establishments, and perform a variety of other skilled trades not elsewhere classified.

#### 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 LEATHER AND RELATED TRADES

##### 5414 TAILORS AND DRESSMAKERS

##### 5419 TEXTILES, GARMENTS AND RELATED TRADES NEC

#### 5411 WEAVERS AND KNITTERS

Weavers and knitters set up and operate hand and power operated looms and machines to weave fabrics into fibre and carpet or to knit 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.

#### RELATED JOB TITLES

Carpet weaver  
Knitter  
Net maker  
Textile weaver  
Weaver

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**5412 UPHOLSTERERS**

Workers in this unit group upholster vehicle, aircraft and other seating, fix trimmings to the interiors of vehicles and aircraft and make mattresses, curtains and other soft furniture.

**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 is 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;
- 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;
- fits upholstery unit to frame or replaces covering, padding, webbing or springs to repair upholstered furniture.

**RELATED JOB TITLES**

Coach trimmer  
Curtain maker  
Interior sprung mattress maker  
Upholsterer

**5413 LEATHER AND RELATED 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 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**

Clicker (*footwear mfr*)  
Cobbler  
Laster  
Saddler  
Shoe maker  
Shoe repairer



## 5414 TAILORS AND DRESSMAKERS

Tailors and dressmakers prepare patterns and make, fit and alter tailored garments, dresses and other articles of light clothing.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers may require GCSEs/S grades. A Modern Apprenticeship in Handicraft Tailoring is available leading to an NVQ/SVQ at Level 3.

### TASKS

- takes customer's measurements and discusses required style and material;
- prepares individual or adapts stock pattern;
- arranges pattern on correct grain of fabric, in most economical layout, marks position and cuts out garment parts with shears;
- pins 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.;
- determines any necessary alterations and removes or inserts stitching, lengthens or shortens garment parts and adjusts seams, darts, etc. as required.

### RELATED JOB TITLES

Alteration hand  
Dressmaker  
Milliner  
Tailoress

## 5419 TEXTILES, GARMENTS AND RELATED TRADES NEC

Workers 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 may not depend on academic qualifications. Training is mainly on-the-job.

### 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 powder puffs and buttons, shapes hat brims, and staples seams of industrial gloves.

### RELATED JOB TITLES

Corsetiere  
Cushion filler  
Hat blocker  
Sailmaker

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## MINOR GROUP 542 PRINTING TRADES

Printing and related 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 ORIGINATORS, COMPOSITORS AND PRINT PREPARERS

#### 5422 PRINTERS

#### 5423 BOOKBINDERS AND PRINT FINISHERS

#### 5424 SCREEN PRINTERS

### 5421 ORIGINATORS, COMPOSITORS AND PRINT PREPARERS

Originators, compositors and print preparers prepare printing layouts, make printing plates from moulds, set out photographed material, transfer film images to plates or cylinders and lay out printing copy to be photographed.

#### 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 Modern Apprenticeships in Origination are available at NVQ/SVQ Levels 2 and 3 respectively.

#### TASKS

- lays sheet of plastic, rubber, wax or pulp board on former and passes under hydraulic press to form mould;
- determines from specification the kind and size of type to be used and prepares page layout, and operates keyboard of perforating, composing, or filmsetting machine;
- inputs original copy into computer and manipulates text, illustrations and layout using desktop publishing software to produce desired image;

- examines proof copies and makes any necessary alterations to type;
- processes filmsetting or desktop publishing output to produce image on film or sensitised paper;
- treats plates and cylinders with ultraviolet light and chemicals to produce film positives;
- arranges and pastes printing material onto paper ready for photographing.

#### RELATED JOB TITLES

Compositor  
Lithographic planner  
Lithographic plate maker  
Paste-up artist  
Stereotyper  
Type setter

### 5422 PRINTERS

Printers operate printing presses, prepare printing plates and compose and assemble type and printing blocks.

#### 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 Modern Apprenticeships in Machine Printing are available at NVQ/SVQ Levels 2 and 3 respectively.

### TASKS

- examine customer's requirements to determine appropriate format and kind and size of type;
- prepares composed type or printing plate according to type of press used;
- positions form or plate on machine, sets press and prints proof copies;
- examines proof copies and adjusts press as necessary;
- starts or directs start of printing run and ensures that printing proceeds smoothly.

### RELATED JOB TITLES

General printer  
Master printer  
Printer

## 5423 BOOKBINDERS AND PRINT FINISHERS

Bookbinders and print finishers bind and/or finish printed products 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 Modern Apprenticeships in Machine Printing are available at NVQ/SVQ Levels 2 and 3 respectively.

### 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 bookbindings.

### RELATED JOB TITLES

Binder's assistant  
Bookbinder  
Collator (*printing*)  
Darkroom technician  
Print finisher

## 5424 SCREEN PRINTERS

Screen printers set and operate screen printing machines and print lettering and designs on metal, glass, plastics, paper and other materials 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 Modern Apprenticeships in Machine Printing are available at NVQ/SVQ Levels 2 and 3 respectively.

### TASKS

- positions item for printing against guide marks on work bench;
- pours colour into machine or directly onto 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;
- examines screen print during run and makes any necessary adjustments.

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**RELATED JOB TITLES**

Block printer  
Screen printer  
Silk screen printer

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## MINOR GROUP 543 FOOD PREPARATION TRADES

Workers in food preparation trades slaughter livestock, cut, trim and prepare meat, poultry and fish and prepare, bake and finish bread and flour confectionery products, and prepares, seasons and cooks food in hotels, restaurants and other establishments.

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

### 5431 BUTCHERS, MEAT CUTTERS

### 5432 BAKERS, FLOUR CONFECTIONERS

### 5433 FISHMONGERS, POULTRY DRESSERS

### 5434 CHEFS, COOKS

#### 5431 BUTCHERS, MEAT CUTTERS

Butchers and meat cutters 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. National Traineeships leading to NVQ Level 2 in Meat Processing are available. SVQs are available at Levels 1, 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 proportions;
- 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 cutter  
Meat cutter  
Slaughterer

#### 5432 BAKERS, FLOUR CONFECTIONERS

Bakers and flour confectioners prepare and bake dough, pastry and cake mixtures and make and finish flour confectioners' 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. Modern Apprenticeships and National Traineeships leading to NVQs/SVQs at Levels 2 and 3 are available.

#### TASKS

- weighs flour and other ingredients according to recipe;
- mixes ingredients using hand or machine and adds water or other liquids to obtain the required consistency;

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- rolls, cuts, stretches, kneads and moulds mixture to form bread, rolls, buns, cakes and pastry shapes;
- allows dough to rise and fills and glazes pastry;
- makes cake decorations, spreads icing, fillings and toppings and sprinkles sugar and other confections on products.

#### RELATED JOB TITLES

Baker  
Baker and confectioner  
Cake decorator  
Confectioner (*not retail trade*)

### 5433 FISHMONGERS, POULTRY DRESSERS

Fishmongers and poultry dressers clean, cut and prepare poultry carcasses and fish for processing or sale.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may not be required. Training is typically provided on-the-job.

#### TASKS

- removes feathers and internal organs, extracts edible offal and cuts off feet and head from poultry carcass as required;
- scrubs, heads, guts, washes and bones fish;
- cuts and slits fish for curing by hand or machine;
- cleans tools and work surfaces.

#### RELATED JOB TITLES

Filleter (fish)  
Fishmonger  
Poultry dresser

### 5434 CHEFS, COOKS

Chefs and cooks plan menus and prepare, season and cook 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 in Food Preparation and Cooking are available at Levels 1, 2 and 3. Modern 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 to ensure quality;
- plans meals, prepares, seasons and cooks foodstuffs;
- plans and co-ordinates kitchen work such as fetching, clearing and cleaning of equipment and utensils.

#### RELATED JOB TITLES

Caterer  
Chef  
Cook  
Cook in charge  
Head cook

## MINOR GROUP 549 SKILLED TRADES NEC

Workers in this unit group perform a variety of craft and related trades not elsewhere classified in MAJOR GROUP 5: Skilled Trades Occupations.

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

### 5491 GLASS AND CERAMICS MAKERS, DECORATORS AND FINISHERS

### 5492 FURNITURE MAKERS, OTHER CRAFT WOODWORKERS

### 5493 PATTERN MAKERS (MOULDS)

### 5494 MUSICAL INSTRUMENT MAKERS AND TUNERS

### 5495 GOLDSMITHS, SILVERSMITHS, PRECIOUS STONE WORKERS

### 5496 FLORAL ARRANGERS, FLORISTS

### 5499 HAND CRAFT OCCUPATIONS NEC

#### 5491 GLASS AND CERAMICS MAKERS, DECORATORS AND FINISHERS

Glass and ceramics makers, 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

Brick maker  
Caster (*ceramics mfr*)  
Ceramic artist  
Glass blower  
Glass cutter  
Glass maker  
Lithographer (*ceramics mfr*)  
Potter

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## 5492 FURNITURE MAKERS, 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 covering various aspects of furniture production and wood machining are available at Levels 1, 2 and 3. A Modern Apprenticeship in Cabinet Making is available at NVQ/SVQ Level 3.

### TASKS

- examines drawings and specifications to determine job requirements and appropriate materials;
- selects, measures, cuts and shapes wood using saws, chisels, planes, powered handtools and woodworking machines;
- assembles parts with 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 fitter  
Picture frame maker  
Veneer preparer  
Wood carver

## 5493 PATTERN MAKERS (MOULDS)

Pattern makers (moulds) make patterns from wood, metal, plaster and plastics for use in making moulds for metal castings.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal entry requirements, although some employers may require GCSEs/S grades. Training is typically provided by an apprenticeship combining technical training and practical work experience.

### TASKS

- examines drawings and specifications to determine job requirements and appropriate materials;
- selects, measures, cuts and shapes wood using hand and machine tools to form wooden patterns;
- machines and fits metal castings and/or metal parts to form metal;
- pours plaster around wooden pattern and fills plaster mould with resin to form pattern;
- compares pattern dimensions with original drawings using callipers, micrometers, protractors, etc.;
- smoothes surface of pattern with grinding machine or emery cloth.

### RELATED JOB TITLES

Engineer's pattern maker  
Model maker (*engineering*)  
Pattern maker (*metal trades*)  
Wood pattern maker

## 5494 MUSICAL INSTRUMENT MAKERS AND TUNERS

Musical instrument makers and tuners make, adjust, string, tune and repair musical instruments, make bows and assemble, install and regulate piano action parts.



### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is most common with GCSEs/S grades. Training is by apprenticeship or through specialised college courses.

#### TASKS

- examines drawings and specifications to determine appropriate materials and job requirements;
- selects, cuts, drills, carves and planes wood to make up parts for the assembly of pianos, organs, violins, cellos and other instruments;
- assembles and joins prepared parts such as body sections, springs, pads, keys, pipes, dampers, bellows, stretched vellum, etc. to make wind and string instruments, drums, organs and bows;
- uses tuning fork and hand tools to tune pianos and organs and adjusts organ pipes to improve tone quality, volume and pitch;
- fits prepared action assemblies and pedal movements into piano cases and repairs or replaces worn or broken strings, dampers, hammers and felt.

#### RELATED JOB TITLES

Musical instrument maker  
Organ builder  
Piano tuner  
Violin repairer

### 5495 GOLDSMITHS, SILVERSMITHS, PRECIOUS STONE WORKERS

Goldsmiths, silversmiths and precious stone workers make and repair jewellery and precious metalware, set, cut and polish gems and other stones, decorate metalware and make master patterns for articles of jewellery.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

GCSEs/S grades are not usually required, though some may be required for full-time courses. Training

is either by apprenticeship or study for a pre-vocational qualification. These range from craft to degree level awards.

#### TASKS

- marks out and cleans stone and operates lathe, grinding wheel, or rotating disc to cut, shape and smooth stone;
- uses hand and machine tools to make mounts and then to set gems in prepared mounts;
- cuts blank metal pieces and uses hand and machine tools to beat, spin or form metal to required shape;
- assembles metal pieces by soldering, bolting, brazing and riveting to form tea services, tankards, jewellery and other precious metal articles;
- anneals, butts, decorates, etches out monographs, crests and designs using hand and machine tools;
- makes master pattern of articles using wood, wax, metal, or other materials.

#### RELATED JOB TITLES

Diamond mounter  
Diamond polisher  
Gem setter  
Goldsmith  
Manufacturing jeweller  
Silversmith

### 5496 FLORAL ARRANGERS, FLORISTS

Floral arrangers and florists 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**

- purchases fresh flowers and other floristry items such as ribbons, wire, cards, artificial flowers etc. from wholesalers;
- designs wreaths, bouquets, posies and button holes and selects appropriate foliage trimmings;
- wraps flower stems as necessary and selects or makes up suitable frame for flower arrangement;
- secures flowers to frame and adds foliage, ribbons, etc. until the desired effect is achieved;
- arranges for the delivery of floral arrangements as requested by the customer.

**RELATED JOB TITLES**

Floral designer  
Florist  
Flower arranger

- 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.

**RELATED JOB TITLES**

Basket maker (not wire)  
Billiard table fitter  
Blind maker  
Lampshade maker  
Toy maker  
Wig maker

## 5499 HAND CRAFT OCCUPATIONS NEC

Workers in this unit group engrave jewellery and stoneware, make artificial hairpieces, charge fireworks and munitions with explosive material, and make lampshades, wickerwork, toys, dolls, models, candles, artificial flowers, other fancy goods, and perform other hand craft occupations not elsewhere classified in MINOR GROUP 549: Skilled Trades n.e.c.

**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 wire frames for lampshades, arranges and stretches covering material over frame, and secures covering material;

## **MAJOR GROUP 6**

### **PERSONAL 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 and the elderly; the 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.

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

#### **61 CARING PERSONAL SERVICE OCCUPATIONS**

- 611 HEALTHCARE AND RELATED PERSONAL SERVICES**
- 612 CHILDCARE AND RELATED PERSONAL SERVICES**
- 613 ANIMAL CARE SERVICES**

#### **62 LEISURE AND OTHER PERSONAL SERVICE OCCUPATIONS**

- 621 LEISURE AND TRAVEL SERVICE OCCUPATIONS**
- 622 HAIRDRESSERS AND RELATED OCCUPATIONS**
- 623 HOUSEKEEPING OCCUPATIONS**
- 629 PERSONAL SERVICES OCCUPATIONS NEC**

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## SUB-MAJOR GROUP 61

### CARING PERSONAL SERVICE OCCUPATIONS

Workers in this sub-major group assist health professionals in the care of patients, supervise the activities of pre-school age children, assist teachers with non-teaching duties, provide technical assistance to veterinarians, and provide other services in the care of animals.

#### MINOR GROUP 611

#### HEALTHCARE AND RELATED PERSONAL SERVICES

Workers in health care and related personal services transport patients by ambulance, stretcher, wheelchair or other means and assist health professionals with the care of patients in hospitals, dental surgeries, nursing homes, clinics and within the home.

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

##### **6111 NURSING AUXILIARIES AND ASSISTANTS**

##### **6112 AMBULANCE STAFF (EXCLUDING PARAMEDICS)**

##### **6113 DENTAL NURSES**

##### **6114 HOUSEPARENTS AND RESIDENTIAL WARDENS**

##### **6115 CARE ASSISTANTS AND HOME CARERS**

#### **6111 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.

- 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.

#### **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;

#### **RELATED JOB TITLES**

Assistant nurse  
Nursing assistant  
Nursing auxiliary  
Occupational therapy helper  
Operating department assistant  
Phlebotomist  
Physiotherapy helper  
Ward assistant  
Ward orderly

## 6112 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 have usually possessed a full clean driving licence for one to two years. Entrants undertake a minimum of 2 weeks training in first aid and patient care. The ambulance proficiency certificate is awarded upon completion of 12 to 18 months of assessed practical experience in an accident and emergency environment.

### TASKS

- 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;
- replenishes medical supplies in ambulance as necessary.

### RELATED JOB TITLES

Ambulance driver  
Ambulance technician  
Ambulanceman/woman

## 6113 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;
- hands required equipment and medication to dentist during examination;
- assists with minor treatment, such as preparing materials for fillings;
- maintains records, processes and mounts x-ray films and undertakes reception duties.

### RELATED JOB TITLES

Dental nurse  
Dental surgery assistant

## 6114 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. 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. BTEC/SQA awards and NVQs/SVQs covering various aspects of care are available.

### 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;

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- ensures that all material needs of residents are provided and endeavours to resolve any problems that they may have;
- 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.

#### **RELATED JOB TITLES**

Care assistant  
Home care assistant  
Night care assistant  
Residential social worker

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#### **RELATED JOB TITLES**

Houseparent  
Matron (*residential home*)  
Resident warden  
Warden (sheltered housing)

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### **6115 CARE ASSISTANTS AND HOME CARERS**

Care assistants and home carers attend to the personal needs and comforts of the elderly and infirm, either within residential establishments or at home.

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

There are no formal academic entry requirements. 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. BTEC/SQA awards and NVQs/SVQs covering various aspects of care are available.

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#### **TASKS**

- assists residents to dress, undress, wash and bathe;
- serves meals to residents at table or in bed;
- accompanies infirm residents on outings and assists with recreational activities;
- undertakes light cleaning and domestic duties as required.

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## 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 with their non-teaching duties 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

### 6122 CHILDMINDERS AND RELATED OCCUPATIONS

### 6123 PLAYGROUP LEADERS/ASSISTANTS

### 6124 EDUCATIONAL ASSISTANTS

#### 6121 NURSERY NURSES

Nursery nurses care for children 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 Childrens Care and Education. NVQs/SVQs in Child Care and Education are available at Levels 2 and 3.

#### TASKS

- baths, dresses, prepares feed for and feeds babies;
- changes babies clothing whenever necessary;
- supervises young children at mealtimes;
- organises games and other activities and supervises children's play.

#### RELATED JOB TITLES

Crèche assistant  
Nursery assistant  
Nursery nurse

#### 6122 CHILDMINDERS AND RELATED OCCUPATIONS

Childminders and related occupations perform a variety of domestic activities in the day-to-day care of children, 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 the Council for Awards in Children's Care or other qualifications. Childminders must be registered with local authorities to verify their fitness to provide day care. NVQs/SVQs in Child Care and Education are available at Levels 2 and 3.

#### TASKS

- assists children to wash and dress;
- prepares and serves children's meals and supervises children during meals;
- mends, washes and irons children's clothes and tidies their rooms;
- supervises and participates in children's games, play, educational and other activities.

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**RELATED JOB TITLES**

Au pair  
Child minder  
Children's nanny

**6123 PLAYGROUP LEADERS/  
ASSISTANTS**

Playgroup leaders/assistants deliver and facilitate play opportunities for children in a range of formal and informal settings including play groups, play schemes, free play locations and after-school activities.

**TYPICAL ENTRY ROUTES AND  
ASSOCIATED QUALIFICATIONS**

Entry may not depend upon academic qualifications, although some employers may expect candidate to possess a certificate from the Council for Awards in Children's Care or other qualifications. NVQs/SVQs in Child Care and Education are available at Levels 2 and 3.

**TASKS**

- supervises children's games and encourages the development of physical, social and language skills;
- prepares paints, glue, paper, toys, etc. for children's activities;
- organises and supervises children on excursions;
- organises and supervises children's activities in accordance with Health and Safety regulations;
- puts away equipment and cleans premises after use.

**RELATED JOB TITLES**

Play leader  
Playgroup assistant  
Playgroup leader

**6124 EDUCATIONAL ASSISTANTS**

Educational assistants assist teachers with, or relieve them of, a variety of non-teaching duties.

**TYPICAL ENTRY ROUTES AND  
ASSOCIATED QUALIFICATIONS**

Academic qualifications may be required by some employers, although entry is possible with relevant experience alone.

**TASKS**

- assists teacher with preparation or clearing up of classroom;
- looks after lesson materials such as paper, pencils and crayons;
- 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;
- works with individual children as directed by the class teachers or other senior member of staff.

**RELATED JOB TITLES**

Classroom helper  
Education care officer  
Non-teaching assistant  
School helper  
Special needs helper



## MINOR GROUP 613 ANIMAL CARE SERVICES

Workers in this minor group provide technical assistance to veterinarians, 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 AND ASSISTANTS

### 6139 ANIMAL CARE OCCUPATIONS NEC

#### 6131 VETERINARY NURSES AND ASSISTANTS

Veterinary nurses and assistants provide technical 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

- carries out tests, operates x-ray equipment to aid the diagnosis and treatment of animal injuries and disorders and prepares animals for autopsies;
- prepares operating theatre, sterilises equipment and assists in theatre as required;
- dispenses medicines and applies dressings to animals;
- feeds, waters and exercises animals and keeps their quarters clean and tidy.

#### RELATED JOB TITLES

Animal technician  
Veterinary assistant

#### 6139 ANIMAL CARE OCCUPATIONS NEC

Workers in this unit group care for animals held in kennels, stables, zoos and similar establishments, provide specialised grooming, clipping and trimming services for animals, and searches for and captures stray or nuisance dogs in public areas.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Entry is possible without formal academic qualifications, although some employers may ask for GCSEs/S grades. There are a variety of vocational qualifications available, including NVQs/SVQs in Animal Care at Levels 1 and 2, and in Dog Grooming at Levels 2 and 3.

#### TASKS

- feeds, washes, grooms, trims and exercises animals;
- cleans animals' quarters and renews bedding as necessary;
- 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.

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**RELATED JOB TITLES**

- Canine beautician
- Dog warden
- Groom
- Kennel maid
- Zoo keeper

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## SUB-MAJOR GROUP 62

### LEISURE AND OTHER PERSONAL SERVICE OCCUPATIONS

Workers within Leisure and Other Personal Service Occupations provide services and equipment for sporting and recreational activities, make travel arrangements for clients, provide ancillary services for travellers, provide hairdressing and beauty services, undertake domestic and care-taking duties in private households, public buildings and other establishments, provide funeral services and control pests hazardous to public health.

### MINOR GROUP 621

#### LEISURE AND TRAVEL SERVICE OCCUPATIONS

Workers in leisure and travel service occupations 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**

#### **6213 TRAVEL AND TOUR GUIDES**

#### **6214 AIR TRAVEL ASSISTANTS**

#### **6215 RAIL TRAVEL ASSISTANTS**

#### **6219 LEISURE AND TRAVEL SERVICE OCCUPATIONS NEC**

#### **6211 SPORTS AND LEISURE ASSISTANTS**

Sports and leisure assistants offer odds and accept bets on the result of sporting and other events, control gambling activities, provide and maintain facilities for sporting and recreational activities and supervises its use, and maintain the continuity of entertainment and social events.

#### **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 are available in Sports and Recreation and Leisure and Tourism.

#### **TASKS**

- assesses likely outcome of 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;
- 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.

#### RELATED JOB TITLES

Croupier  
Lifeguard  
Recreation assistant  
Turf accountant  
Wardrobe mistress

### 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. Training is typically received on-the-job. NVQs/SVQs in Travel Services are available at Levels 2 and 3.

#### 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;
- advises on issues of currency, passports, visa requirements, insurance, car hire and health precautions required.

#### RELATED JOB TITLES

Booking clerk (*travel agents*)  
Reservations clerk (travel)

Travel agency clerk  
Travel agent  
Travel sales executive

### 6213 TRAVEL AND TOUR GUIDES

Travel and tour guides ensure that travel arrangements made for clients run smoothly and provide a range of services to enhance the enjoyment, comfort and safety of passengers.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may be required by some employers. Spoken fluency in a foreign language is essential for some posts. NVQs/SVQs in Travel Services are available at Levels 2 and 3.

#### TASKS

- receives passengers, checks tickets and conducts them to their seats;
- makes announcements to passengers regarding the details of travel arrangements and deals with any queries;
- assists with the booking and transfer of luggage and other items;
- comments on places of interest during the journey;
- makes local arrangements for food and accommodation at stop over points;
- responds to enquiries and complaints, makes arrangements and takes bookings for excursions and other entertainment, and provides assistance and advice to holidaymakers.

#### RELATED JOB TITLES

Coach guide  
Courier (*tour operator*)  
Escort  
Guide  
Representative (*tour operator*)

## 6214 AIR TRAVEL ASSISTANTS

Air travel assistants issue travel tickets and boarding passes, examines 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, conducts them to their seat 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;
- makes announcements on behalf of the pilot, demonstrates the use of emergency equipment and checks that safety belts are fastened.

### RELATED JOB TITLES

Air hostess  
Air steward/stewardess  
Aircraft purser  
Cabin attendant  
Passenger services 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.

### 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;
- 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

Conductor (*railways*)  
Revenue protection officer (*railways*)  
Ticket collector (*railways*)  
Train guard

## 6219 LEISURE AND TRAVEL SERVICE OCCUPATIONS NEC

Workers in this unit group perform a variety of leisure and travel service occupations not elsewhere classified in MINOR GROUP 621: Leisure and Travel Service Occupations.

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**TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS**

There are no formal academic entry requirements. Training is received on-the-job. Vocational qualifications are available in some areas.

**TASKS**

- observes regulations concerning the carrying capacity of vehicles and controls the boarding of passengers accordingly;
- 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  
Ship's steward

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## MINOR GROUP 622

### HAIRDRESSERS AND RELATED OCCUPATIONS

Hairdressers and related occupations 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, BARBERS

#### 6222 BEAUTICIANS AND RELATED OCCUPATIONS

#### 6221 HAIRDRESSERS, BARBERS

Hairdressers and barbers shampoo, cut, 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 upto three years leading to the awarding of NVQs/SVQs at Levels 1, 2 and 3. Modern Apprenticeships leading to an NVQ/SVQ at Level 3 are also available.

#### TASKS

- discusses customer requirements and cuts and trims hair using scissors, clippers, razor and comb;
- washes, bleaches, tints, dyes or waves hair and provides any necessary scalp treatments;
- 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.

#### RELATED JOB TITLES

Barber  
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, advises client on skin care and applies creams or lotions to the face or body;
- massages scalp, face and other parts of the body;
- uses waxing, sugaring and epilation techniques to remove any unwanted bodily hair;
- cleans, shapes and polishes finger and/or toe nails;
- applies make-up to hide blemishes or emphasise facial features;
- advises clients on diet and exercise to assist in weight loss and slimming.

#### RELATED JOB TITLES

Beautician  
Make-up artist  
Manicurist  
Slimming consultant

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## MINOR GROUP 623 HOUSEKEEPING OCCUPATIONS

Domestic staff and related occupations workers supervise, 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 supervise and 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 in Catering and Hospitality (Housekeeping) at Level 2 and Accommodation Supervision at Level 3 are available. Modern Apprenticeships at NVQ/SVQ Level 3 are also available.

#### TASKS

- controls the purchase and storing of food, cleaning materials and other household supplies;
- maintains household records;
- supervises the activities of cleaners and other housekeeping staff and inspects work undertaken;
- performs a variety of domestic tasks including food preparation and service, cleaning, washing and ironing;
- assists employer in washing, dressing, packing and other personal activities.

#### RELATED JOB TITLES

Butler  
Cook-housekeeper  
Housekeeper  
Valet

#### 6232 CARETAKERS

Caretakers supervise and undertake the care and maintenance of church, school, office and other buildings and furnishings.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Training is provided.

#### 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  
School caretaker

## MINOR GROUP 629 PERSONAL SERVICES OCCUPATIONS NEC

Workers in this minor group make funeral arrangements for clients, prepare bodies for burial or cremation, assist the proceedings of funerals, and investigate and destroy pests hazardous to public health.

### 6291 UNDERTAKERS AND MORTUARY ASSISTANTS 6292 PEST CONTROL OFFICERS

#### 6291 UNDERTAKERS AND MORTUARY ASSISTANTS

Undertakers and mortuary 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

Bearer (*funeral directors*)  
Embalmer  
Funeral director  
Undertaker

#### 6292 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

Pest control officer  
Pest controller

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# **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 a 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**

### **72 CUSTOMER SERVICE OCCUPATIONS**

**721 CUSTOMER SERVICE OCCUPATIONS**

## 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 and give change in respect of sales, and 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

#### 7111 SALES AND RETAIL ASSISTANTS

Sales and retail assistants demonstrate and sell a variety of goods and services in shops, 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. Modern Apprenticeships at NVQ/SVQ Level 3 and National Traineeships at NVQ Level 2 may be available. NVQs/SVQs in Retail Operations are available at Levels 1 and 2.

#### 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;

- receives full or partial payment, writes bill, receipt or docket and packages merchandise for customer;
- arranges 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

Counter assistant  
Retail assistant  
Sales assistant  
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 credit card 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;
- reconciles takings with receipts and till rolls and maintains other transaction records as requested.

### RELATED JOB TITLES

Cashier (*retail trade*)  
 Check-out operator  
 Forecourt attendant  
 Petrol pump attendant  
 Restaurant cashier

## 7113 TELEPHONE SALESPERSONS

Telephone salespersons obtain, receive 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

- assesses the characteristics of product/service being sold and decides on its main selling points;
- 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;
- stays abreast of advances in product/services field.

### RELATED JOB TITLES

Telephone canvasser  
 Telephone salesperson

## MINOR GROUP 712 SALES RELATED OCCUPATIONS

Workers 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 in MINOR GROUP 712: Sales Related Occupations.

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 ROUNDSMEN/WOMEN AND VAN SALESPERSONS

### 7124 MARKET AND STREET TRADERS AND ASSISTANTS

### 7125 MERCHANDISERS AND WINDOW DRESSERS

### 7129 SALES RELATED OCCUPATIONS NEC

#### 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

Canvasser  
Collector-salesperson  
Credit agent  
Door-to-door salesman/woman  
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

Collector-agent  
Debt collector  
Meter reader  
Rent collector  
Vending machine operator

#### 7123 ROUNDSMEN/WOMEN AND VAN SALESPERSONS

Roundsmen/women 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

Driver-salesman/woman  
Ice-cream salesman/woman  
Milkman/woman (*milk retailing*)  
Roundsman/woman  
Van salesman/woman

#### 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 to attract 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  
Stall holder  
Street trader

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## 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. NVQs/SVQs in Visual Merchandising are available 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;
- advises retailers on the optimal display of a product and of any promotions;
- dismantles existing displays, returns merchandise to relevant departments and prepares area for new display;
- arranges clothes, accessories, furnishings etc. according to plan or own design.

### RELATED JOB TITLES

Display assistant (*retail trade*)  
Merchandiser  
Window dresser

## 7129 SALES RELATED OCCUPATIONS NEC

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 vendors and purchasers on market prices of property, accompanies clients to view property and assists with purchasing arrangements;
- 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

Advertising representative  
Demonstrator  
Negotiator (*estate agents*)  
Sales representative (*retail trade*)  
Wayleave officer

## 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.

#### 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 CENTRE AGENTS/OPERATORS

##### 7212 CUSTOMER CARE OCCUPATIONS

##### 7211 CALL CENTRE AGENTS/ OPERATORS

Call centre agents and operators receive 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, 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 records as required;
- arranges for field staff to visit the caller if further assistance is required.

##### RELATED JOB TITLES

Answer line operator  
Sales order clerk  
Telephone adviser

##### 7212 CUSTOMER CARE OCCUPATIONS

Workers in this unit group provide information to existing and potential clients regarding the products and services offered by an organisation, and further services to customers after the point of sale.

##### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although many employers expect candidates to

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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;
- 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

Commercial officer (*telecommunications*)

Customer care adviser

Customer liaison officer

Customer services assistant

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## **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 an associated 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 TRANSPORT DRIVERS AND OPERATIVES**

**822 MOBILE MACHINE DRIVERS AND OPERATIVES**

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## 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 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 NEC**

#### **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**

Bakery assistant  
Brewery worker  
Dairy worker  
Process worker (*food products mfr*)

**8112 GLASS AND CERAMICS  
PROCESS OPERATIVES**

Workers in this unit group position articles ready for firing in kilns and operate and attend furnaces and kilns to make and treat glass and ceramic articles.

**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 covering glass processing, kiln operations and manufacturing ceramic items are available at Levels 1 and 2.

**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 furnace operator  
Kiln burner (*glass, ceramics mfr*)  
Kiln placer  
Kiln setter

**8113 TEXTILE PROCESS  
OPERATIVES**

Workers 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

Creeler  
Spinner (*textile mfr*)  
Stenter operator  
Winder (*textile mfr*)

### 8114 CHEMICAL AND RELATED PROCESS OPERATIVES

Workers 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

Colour mixer  
Dye house operative (*textile mfr*)  
Nylon spinner  
Paint maker  
Process worker (*chemical mfr*)

### 8115 RUBBER PROCESS OPERATIVES

Workers in this unit group 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

Curer (rubber)  
Rubber moulder (moulds)  
Rubber worker  
Tyre maker  
Vulcaniser

### 8116 PLASTICS PROCESS OPERATIVES

Workers in this unit group 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. Modern Apprenticeships in Polymer Processing leading to an NVQ/SVQ at Level 3 are available.

#### 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

Extruder operator (*plastics mfr*)  
Fabricator (*plastics mfr*)  
Fibreglass laminator  
Injection moulder (*plastics goods mfr*)  
Plastic moulder

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## 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, galvanising, pressing and other metal processing equipment to shape and treat metal or metal articles.

### RELATED JOB TITLES

Annealer  
Furnaceman (*metal trades*)  
Heat treatment operator (metal)

Jigger (*metal trades*)  
Rolling mill operator  
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 preshaped former 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

Anodiser  
Electroplater  
Galvaniser

## 8119 PROCESS OPERATIVES NEC

Workers 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 kilnsetting;
- 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

Concrete worker (*concrete products mfr*)  
Process worker (*jewellery, plate mfr*)

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## 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

### 8129 PLANT AND MACHINE OPERATIVES NEC

#### 8121 PAPER AND WOOD MACHINE OPERATIVES

Paper and wood machine operatives operate machines to produce, treat and cut wood, paper, paperboard, leatherboard, plasterboard and similar material, 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 in Paper and Board Making and in Leather Production are available at Level 2. NVQs/SVQs in Woodmachining 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, calendering, 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

Case maker  
Guillotine operator (*paper goods mfr*)  
Sawyer (wood)  
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.

### RELATED JOB TITLES

Coal miner  
Miner (*coal mine*)

Power loader (*coal mine*)  
Underground worker

## 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 coal, 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 lower 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;
- conveys goods and materials to and from the workface, 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.

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**RELATED JOB TITLES**

Miner (*mine, not coal*)  
 Quarry worker  
 Roughneck  
 Washery operator  
 Well driller

**8124 ENERGY PLANT OPERATIVES**

Workers 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**

Auxiliary plant attendant  
 Boiler attendant

Boiler operator  
 Stoker  
 Substation attendant (*electricity supplier*)  
 Unit 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 at Level 1.

**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;
- smoothes 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**

Fettler (*metal trades*)  
 Grinding machinist (*metal trades*)  
 Metal polisher  
 Press operator (*metal trades*)  
 Shot blaster  
 Tool room machinist

## 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, 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 pipelayers to lay, renew or repair sewerage pipes.

**RELATED JOB TITLES**

Filter attendant (*water works*)  
 Plant operator (*sewage/water works*)  
 Sewerman  
 Turncock  
 Water treatment plant operator

## 8129 PLANT AND MACHINE OPERATIVES NEC

Plant and machine operatives n.e.c. 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, rope 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.

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**RELATED JOB TITLES**

- Duct erector
- Guillotine operator (*metal trades*)
- Pumpsman
- Saw doctor
- Spring maker
- Television aerial erector
- Wire worker

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## MINOR GROUP 813 ASSEMBLERS AND ROUTINE OPERATIVES

Assemblers and routine operatives perform routine tasks in the wiring of electrical equipment, assembly of prepared parts in the manufacture of vehicles, electrical, metal and other goods, inspect, test, sort, weigh and grade products, parts and materials, fit and repair tyres, exhausts and windscreens on motor vehicles, mark out and cut material for garment making, sew and embroider garments, perform routine laboratory tests of products and materials 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 PRODUCTS)

### 8132 ASSEMBLERS (VEHICLES AND METAL GOODS)

### 8133 ROUTINE INSPECTORS AND TESTERS

### 8134 WEIGHERS, GRADERS, SORTERS

### 8135 TYRE, EXHAUST AND WINDSCREEN FITTERS

### 8136 CLOTHING CUTTERS

### 8137 SEWING MACHINISTS

### 8138 ROUTINE LABORATORY TESTERS

### 8139 ASSEMBLERS AND ROUTINE OPERATIVES NEC

#### 8131 ASSEMBLERS (ELECTRICAL PRODUCTS)

Workers 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

Armature winder  
Assembler (*electrical, electronic equipment*)  
Coil winder  
Wireman/woman



## 8132 ASSEMBLERS (VEHICLES AND METAL GOODS)

Workers 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*)  
Car assembler  
Lineworker (*vehicle mfr*)

## 8133 ROUTINE INSPECTORS AND TESTERS

Workers 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

Engineering inspector  
Examiner (*manufacturing*)  
Passer (*manufacturing*)  
Quality control inspector (*manufacturing*)  
Test engineer  
Viewer (*electrical goods mfr*)

## 8134 WEIGHERS, GRADERS, SORTERS

Workers 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

Egg grader  
Fruit sorter  
Selector (*ceramics mfr*)  
Weighbridge clerk  
Weigher

## 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

Exhaust fitter (vehicles)  
Tyre and exhaust fitter  
Tyre fitter  
Windscreen fitter

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## 8136 CLOTHING CUTTERS

Clothing cutters examine fabrics, mark out and cut material for garment making.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job. NVQs/SVQs in Manufacturing Sewn Products are available at Levels 1 and 2.

### TASKS

- examines fabrics or skins for flaws, grain and stretch;
- cuts out blemishes, brushes, combs and moistens skins;
- discusses customer's requirements or examines photographs or sketches of garment;
- places lay-plan on cloth or marks out garment parts and linings;
- cuts material using shears, electric knife, or cutting machine.

### RELATED JOB TITLES

Band knife cutter  
Clothing cutter  
Cutting machinist (*clothing mfr*)  
Marker (*clothing mfr*)

## 8137 SEWING MACHINISTS

Workers in this unit group rectify faults in manufactured textile goods, repair worn garments and sew and embroider garments by hand or machine.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is received off- and on-the-job. NVQs/SVQs in Manufacturing Sewn Products are available at Levels 1 and 2.

### TASKS

- examines natural and synthetic fabrics of all types to identify imperfections and determine best method of repair;
- operates standard and specialised machines to sew and repair garments and other textile, fabric, fur and skin products;
- performs hand sewing tasks in the making and finishing of fur, sheepskin, leather, upholstery, mats, carpets, umbrellas and other textile products;
- embroiders decorative designs on, or secures trimmings to, textile fabric with hand or machine stitching;
- cleans and oils machine and reports or remedies any mechanical faults.

### RELATED JOB TITLES

Burler  
Clothing machinist  
Lockstitch machinist  
Overlocker  
Seamstress  
Sewing machinist (*clothing mfr*)

## 8138 ROUTINE LABORATORY TESTERS

Routine laboratory testers perform routine checks, at various stages of production, to verify the physical, chemical and other quality related characteristics of materials and products.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements, although some employers may require GCSEs/S grades. Training is available both off- and on-the-job. NVQs/SVQs in Laboratory and Associated Technical Activities are available at Levels 2, 3 and 4.

### TASKS

- examines test card to determine type of test required;

- sets up appropriate testing equipment and prepares item for testing;
- carries out prescribed tests to check acidity, alkalinity, absorption, colour, density, elasticity, solubility, or other physical and chemical characteristics;
- records test data and cleans, maintains and checks equipment for reliability.

#### RELATED JOB TITLES

Laboratory assistant  
Tester (*paint mfr*)

### 8139 ASSEMBLERS AND ROUTINE OPERATIVES NEC

Workers 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  
Dipper's assistant  
Enameller  
Shoe machinist

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## 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, RIGGERS

### 8142 ROAD CONSTRUCTION OPERATIVES

### 8143 RAIL CONSTRUCTION AND MAINTENANCE OPERATIVES

### 8149 CONSTRUCTION OPERATIVES NEC

#### 8141 SCAFFOLDERS, STAGERS, RIGGERS

Workers 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 Industry Training Board (CITB) 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

Rigger  
Scaffolder  
Stager (*shipbuilding*)

#### 8142 ROAD CONSTRUCTION OPERATIVES

Workers in this unit group 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  
Paviour  
Road worker

**8143 RAIL CONSTRUCTION AND MAINTENANCE OPERATIVES**

Workers in this unit group 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**

Leading trackman/woman (*railways*)  
Plate layer  
Trackman/woman (*railways*)

**8149 CONSTRUCTION OPERATIVES NEC**

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, and lay, join and examine pipe sections for drainage, gas, water or similar piping systems.

**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;

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- 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**

Building site foreman  
Ceiling fixer  
Pipe layer  
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, guide and monitor the movement of rail traffic, operate mechanical equipment on board ships, 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

##### TRANSPORT DRIVERS AND OPERATIVES

Transport drivers and operatives collect, transport and deliver goods in Large Goods Vehicles, other lorries and vans, drive road passenger carrying vehicles, instruct people learning to drive cars and light commercial vehicles, 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:

##### **8211 HEAVY GOODS VEHICLE DRIVERS**

##### **8212 VAN DRIVERS**

##### **8213 BUS AND COACH DRIVERS**

##### **8214 TAXI, CAB DRIVERS AND CHAUFFEURS**

##### **8215 DRIVING INSTRUCTORS**

##### **8216 RAIL TRANSPORT OPERATIVES**

##### **8217 SEAFARERS (MERCHANT NAVY); BARGE, LIGHTER AND BOAT OPERATIVES**

##### **8218 AIR TRANSPORT OPERATIVES**

##### **8219 TRANSPORT OPERATIVES NEC**

##### **8211 HEAVY 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. Candidates are normally at least 21 years old. NVQs/SVQs in Transporting Goods by Road are available at Level 2.

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**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 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  
 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. NVQs/SVQs in Transporting Goods by Road are available at Level 2.

**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**

Delivery driver  
 Van driver

**8213 BUS AND COACH DRIVERS**

Bus and coach drivers drive road passenger-carrying vehicles such as buses, coaches, trams 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.

#### RELATED JOB TITLES

Bus driver  
Coach driver  
PSV driver

### 8214 TAXI, CAB DRIVERS AND CHAUFFEURS

Taxi, cab drivers and chauffeurs drive motor cars for private individuals, government departments and industrial 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

Cab driver  
Chauffeur  
Private hire driver  
Taxi driver

### 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

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## 8216 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

Level crossing keeper  
Railwayman  
Shunter  
Signalman (*railways*)

## 8217 SEAFARERS (MERCHANT NAVY); BARGE, LIGHTER AND BOAT OPERATIVES

Workers in this unit group supervise and carry out a variety of deck duties and operate and maintain engines, boilers and mechanical equipment on board ships.

### 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**

Boatman/woman  
 Bo'sun  
 Deck hand (*shipping*)  
 Merchant seaman/woman  
 Seaman/woman (*shipping*)

**8218 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 handler  
 Airport hand  
 Baggage handler  
 Ramp agent

**8219 TRANSPORT OPERATIVES NEC**

Workers 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.

**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 passenger and luggage, and submits reports of any irregularities;
- checks that goods have been correctly loaded into vehicle, monitors and records information from tachographs, and arranges for servicing, refuelling, cleaning and repair of depot vehicles;
- operates lighthouses and locks, opens and closes moving bridge across inland waterways and docks, maintains navigational lights in harbours, assists in mooring craft, 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  
 Lock keeper  
 Transport supervisor

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## 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 NEC

#### 8221 CRANE DRIVERS

Crane drivers supervise and undertake the operation of cranes, jib cranes, power driven hoisting machinery and power driven stationary engine to raise and lower mine and other cages, lift and to move equipment, materials, machinery and containers.

- 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.

#### 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 Certificates of Training Achievement (CTA) card administered by the Construction Industry Training Board, demonstrating basic skills and safety awareness.

#### RELATED JOB TITLES

Banksman (*coal mine*)  
Crane driver/operator  
Winding engine operator

#### 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.

#### 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;

#### 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 operator  
Fork-lift truck driver  
Stacker truck driver

### 8223 AGRICULTURAL MACHINERY DRIVERS

Workers in this unit group operate and drive tractor-drawn or other machinery 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 are available and incorporate the operation of agricultural machinery.

#### 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  
Tractor driver (*agriculture*)

### 8229 MOBILE MACHINE DRIVERS AND OPERATIVES NEC

Workers 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  
Excavator driver  
Heavy plant operator  
JCB driver  
Plant operator (*building and contracting*)

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## **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, PLANT AND STORAGE RELATED OCCUPATIONS**

- 911 ELEMENTARY AGRICULTURAL OCCUPATIONS**
- 912 ELEMENTARY CONSTRUCTION OCCUPATIONS**
- 913 ELEMENTARY PROCESS PLANT OCCUPATIONS**
- 914 ELEMENTARY GOODS STORAGE OCCUPATIONS**

### **92 ELEMENTARY ADMINISTRATION AND SERVICE OCCUPATIONS**

- 921 ELEMENTARY ADMINISTRATION OCCUPATIONS**
- 922 ELEMENTARY PERSONAL SERVICES OCCUPATIONS**
- 923 ELEMENTARY CLEANING OCCUPATIONS**
- 924 ELEMENTARY SECURITY OCCUPATIONS**
- 925 ELEMENTARY SALES OCCUPATIONS**

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## SUB-MAJOR GROUP 91 ELEMENTARY TRADES, PLANT AND STORAGE RELATED OCCUPATIONS

Workers in this sub-major group perform agricultural, fishing and forestry related tasks, undertake general labouring duties and assist building and construction trades workers, perform a variety of duties in foundry, engineering and other process and plant related trades, and assist in the storage and transportation of goods.

### 1 MINOR GROUP 911 ELEMENTARY AGRICULTURAL OCCUPATIONS

Workers 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:

#### 2 3 9111 FARM WORKERS

#### 9112 FORESTRY WORKERS

#### 9119 FISHING AND AGRICULTURE RELATED OCCUPATIONS NEC

#### 4 5 6 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.

#### 7 8 9 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.

#### 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;
- tends flock of sheep and is responsible for their welfare;
- implements breeding policy, mates animals and tends them during birth of young.

#### 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.

#### 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;
- removes tops of standing trees and lops branches as necessary;
- assists in the control of harmful diseases, pests or forms of wildlife;
- maintains watch for fires and operates firefighting equipment.

#### RELATED JOB TITLES

Forestry contractor  
Forestry worker  
Lumberjack  
Timber feller

### 9119 FISHING AND AGRICULTURE RELATED OCCUPATIONS NEC

Workers 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 agriculture related tasks not elsewhere classified.

### 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 are available at Levels 1 and 2. Fishermen/women are required to undertake a three day safety course.

#### 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

Artificial inseminator  
Horticultural worker  
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 groups:

### 9121 LABOURERS IN BUILDING AND WOODWORKING TRADES 9129 LABOURERS IN OTHER CONSTRUCTION TRADES NEC

#### 9121 LABOURERS IN BUILDING AND WOODWORKING TRADES

Workers in this unit group perform a variety of general labouring and construction duties to assist building and woodworking 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, and prepares adhesive, primer and paints and similar construction material;
- 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.;
- undertakes basic decorating, painting, plumbing, joinery, and other maintenance and repair tasks.

#### RELATED JOB TITLES

Builder's labourer  
Building worker  
Handyman  
Hod carrier

#### 9129 LABOURERS IN OTHER CONSTRUCTION TRADES NEC

Workers in this unit group perform a variety of labouring occupations in building and civil engineering not elsewhere classified in MINOR GROUP 912: Elementary Construction Occupations.

#### 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**

- covers ceilings, floors, walls and exposed surfaces of boilers, pipes and plant with insulating material;
- lights oil, coal or other heating vessel and breaks up blocks of asphalt, bitumen or tar;
- stirs melting mixture, adds aggregate if required, pours mixture into buckets and turns off heating;
- measures and fixes timber and other structures to support excavations, cables or other rail, signal and telecommunications equipment;
- erects and repairs fencing, 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 water and carries out minor repairs to banks and footbridges.

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**RELATED JOB TITLES**

Drainage worker  
 Fence erector  
 Grave digger  
 Marquee erector  
 Reservoir attendant

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## MINOR GROUP 913 ELEMENTARY PROCESS PLANT OCCUPATIONS

Workers in this minor group perform a variety of manual tasks in foundry, engineering and allied trades, assist the work of machine operatives, clean metal goods, machinery and industrial premises, operate printing machines and reprographic equipment, and wrap, fill, label and seal containers by hand or machine.

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

### 9131 LABOURERS IN FOUNDRIES

### 9132 INDUSTRIAL CLEANING PROCESS OCCUPATIONS

### 9133 PRINTING MACHINE MINDERS AND ASSISTANTS

### 9134 PACKERS, BOTTLERS, CANNERS, FILLERS

### 9139 LABOURERS IN PROCESS AND PLANT OPERATIONS NEC

#### 9131 LABOURERS IN FOUNDRIES

Workers in this unit group perform various manual tasks in foundries, engineering and allied trades.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is provided off- and on-the-job. NVQs/SVQs in Engineering Material Processing are available at Level 1.

#### TASKS

- assists with the charging of furnaces and keeps furnace area or casting bay clean;
- supplies moulders with sand and/or molten metal, assists with pouring molten metal into moulds, removes castings from moulds and conveys them to dresser;
- assists in setting up attachments on plant and machinery, helps load metal billets and operates saws, shears or other equipment;
- removes scale and scrap metal from work area, cleans scale from shears, roll and water channels and assists with the cleaning and changing of rolls and otherwise assist blast furnace, teeming, rolling, tube making, moulding and casting crews as directed.

#### RELATED JOB TITLES

Foundry labourer  
Foundry worker

#### 9132 INDUSTRIAL CLEANING PROCESS OCCUPATIONS

Workers 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 (*metal goods mfr*)  
Hygiene operative

### 9133 PRINTING MACHINE MINDERS AND ASSISTANTS

Printing machine minders and 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;
- sets and operates presses for stamping patterns and labels on textiles, clothing, pottery, footwear and other leather goods.

#### RELATED JOB TITLES

Lithographic machine operator  
Printer's assistant  
Printing machine operator

### 9134 PACKERS, BOTTLERS, CANNERS, FILLERS

Workers 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

Bottle filler  
Packer  
Packing machine operator  
Wrapper

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## 9139 LABOURERS IN PROCESS AND PLANT OPERATIONS NEC

Workers in this unit group assist the work of machine operatives and perform a variety of manual tasks in process and plant operations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

1 No academic qualifications are required. On-the-job training is provided. NVQs/SVQs may be available in some areas.

### 2 TASKS

- 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.

### 6 RELATED JOB TITLES

Electrician's mate  
Factory hand (*engineering*)  
Fitter's mate  
Labourer (*engineering*)  
Material handler

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## MINOR GROUP 914 ELEMENTARY GOODS 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:

### 9141 STEVEDORES, DOCKERS AND SLINGERS

### 9149 OTHER GOODS HANDLING AND STORAGE OCCUPATIONS NEC

#### 9141 STEVEDORES, DOCKERS AND SLINGERS

Stevedores, dockers and slingers supply berthed ships with water, oil and petroleum, attach chains, hooks, slings and other grappling attachments to cargo, and load and unload cargo from ships, boats and barges.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. Off- and on-the-job training is provided. NVQs/SVQs in Cargo 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, examines type and weight of load to be moved 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 slings, hooks, clamps or ropes from cargo and stows cargo in hold or loads cargo onto lorries, railway wagons or into warehouses.

#### RELATED JOB TITLES

Dock labourer  
Dock worker  
Dockerman  
Port operator  
Slinger  
Stevedore

#### 9149 OTHER GOODS HANDLING AND STORAGE OCCUPATIONS NEC

Workers in this unit group convey household and office furniture, goods, equipment or other items in or near warehouses, slaughterhouses, shops, goods depots, etc., prepare requisitions or despatch documents of stocks held, accompany drivers of road vehicles, and perform other goods handling and storage related tasks not elsewhere classified.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/SVQs in Distribution and Warehouse Operations are available at Level 2.

#### TASKS

- loads and unloads goods from removal vans or delivery vehicles either by hand or using trolleys and lift trucks;

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- 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 him/her with manoeuvres such as reversing;
- secures goods to prevent movement or damage during journey and assists driver to load and unload vehicle.

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**RELATED JOB TITLES**

Store keeper  
Storeman  
Warehouse assistant  
Warehouseman

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## 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, perform a variety of carrying, preparation and serving tasks within hospitals, catering, domestic and other establishments, undertake elementary cleaning tasks, protect and supervise people and property, and perform elementary sales related tasks.

#### 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, COURIERS

#### 9219 ELEMENTARY OFFICE OCCUPATIONS NEC

#### 9211 POSTAL WORKERS, MAIL SORTERS, MESSENGERS, 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  
Dispatch rider  
Messenger  
Postal worker  
Postman/woman

#### 9219 ELEMENTARY OFFICE OCCUPATIONS NEC

Workers in this unit group perform a variety of elementary clerical tasks within offices.

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**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;
- distributes internal and external correspondence to office staff.

**RELATED JOB TITLES**

Office junior  
Office worker  
Paper keeper

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## MINOR GROUP 922

### ELEMENTARY PERSONAL SERVICES OCCUPATIONS

Workers in this minor group perform manual tasks to assist nursing and domestic staff in hospitals, assist guests staying at hotels, 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:

#### 9221 HOSPITAL PORTERS

#### 9222 HOTEL PORTERS

#### 9223 KITCHEN AND CATERING ASSISTANTS

#### 9224 WAITERS, WAITRESSES

#### 9225 BAR STAFF

#### 9226 LEISURE AND THEME PARK ATTENDANTS

#### 9229 ELEMENTARY PERSONAL SERVICES OCCUPATIONS NEC

#### 9221 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;
- collects and disposes of refuse from wards and other departments;
- assists with unloading and delivery of supplies.

#### RELATED JOB TITLES

Domestic porter (*hospital service*)  
Hospital porter

#### 9222 HOTEL PORTERS

Hotel porters meet guests, assist with their luggage and direct them to an appropriate room in a hotel or similar establishment.

#### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically provided on-the-job. NVQs/SVQs in Catering and Hospitality (Portering) are available at Level 1.

#### TASKS

- meets guests on arrival and assists with their luggage;
- assists in tidying entrance hall;

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- collects room keys from departing guests and arranges transport where necessary;
- deals with enquiries regarding hotel services and local amenities.

#### RELATED JOB TITLES

Hall porter  
Hotel porter  
House porter

### 9223 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 Food and Drink Service are available at Levels 1 and 2, and in Kitchen Porterage at Level 1.

#### 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

Canteen assistant  
Catering assistant

Counterhand  
Dining room assistant  
Kitchen assistant  
Kitchen porter  
Washer-up (*hotels, catering, public houses*)

### 9224 WAITERS, 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 Food and Drink Service 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;
- serves food and drinks;
- presents bill and accepts payment at end of the meal.

#### RELATED JOB TITLES

Head waiter/waitress  
Waiter/waitress

### 9225 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 Food and Drink Service are available at Levels 1 and 2.

#### TASKS

- assists in keeping bar properly stocked;
- washes used glassware and cleans bar area;
- takes customer orders and mixes and serves drinks;
- receives payment for drinks.

#### RELATED JOB TITLES

Bar assistant  
Bar steward/stewardess  
Barman/maid/person

### 9226 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. NVQs/SVQs are available in some areas.

#### 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 attendant  
Fairground worker  
Funfair attendant  
Usher/usherette

### 9229 ELEMENTARY PERSONAL SERVICES OCCUPATIONS NEC

Workers in this unit group perform a variety of elementary personal service occupations not elsewhere classified in MINOR GROUP 922: Elementary Personal Services Occupations.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is typically received on-the-job.

#### TASKS

- assists in the movement of scenery and other stage equipment;
- 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.

#### RELATED JOB TITLES

Bingo caller  
Bingo operative  
Stage hand (*entertainment*)

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## 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, and perform other elementary cleaning tasks not elsewhere classified.

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

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### 9231 WINDOW CLEANERS

### 9232 ROAD SWEEPERS

### 9233 CLEANERS, DOMESTICS

### 9234 LAUNDERERS, DRY CLEANERS, PRESSERS

2

### 9235 REFUSE AND SALVAGE OCCUPATIONS

### 9239 ELEMENTARY CLEANING OCCUPATIONS NEC

3

#### 9231 WINDOW CLEANERS

Window cleaners wash and polish windows and other glass fittings.

#### 9232 ROAD SWEEPERS

Workers in this unit group sweep and remove refuse from public thoroughfares and clean soot and deposits from flues and chimneys.

4

#### 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.

#### 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.

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#### TASKS

- secures ladders and other equipment to gain access to glass;
- selects appropriate cleaning or polishing implement;
- washes and polishes glass with brushes, cloths, water, solvents and squeegees.

#### TASKS

- sweeps pavements, gutters and roadways with hand broom;
- shovels refuse into containers and empties public litter bins into containers;
- selects appropriate brush head and pushes it through flue or chimney, collects soot and other dislodged material with brush or vacuum equipment.

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#### RELATED JOB TITLES

Window cleaner

#### RELATED JOB TITLES

Chimney sweep  
Road sweeper  
Street cleaner

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## 9233 CLEANERS, DOMESTICS

Cleaners and domestics clean interiors of private houses, shops, hotels, schools, offices, other buildings, ships, aircraft, trains and road vehicles and wash and polish vehicle exteriors.

### 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;
- cleans, polishes and vacuums the interior surfaces of motor cars.

### RELATED JOB TITLES

Car valet  
Chambermaid  
Cleaner  
Domestic  
Domestic cleaner

## 9234 LAUNDERERS, DRY CLEANERS, PRESSERS

Launderers, dry cleaners and pressers supervise and undertake the washing, dry cleaning, ironing and pressing of household and other linen, carpets and other articles.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

Academic qualifications may be 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 tumble 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 not elsewhere classified, including beating carpets and shaping starched collars, cuffs and hats.

### RELATED JOB TITLES

Carpet cleaner  
Dry cleaner  
Garment presser  
Hoffman 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.

### 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/woman (*refuse collection*)  
 Dustman/woman  
 Recycling operative  
 Refuse collector

### 9239 ELEMENTARY CLEANING OCCUPATIONS NEC

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

- 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 facilities were last cleaned.

#### RELATED JOB TITLES

Hygiene cleaner  
 Toilet cleaner  
 Wash room 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 TRAFFIC WARDENS

#### 9243 SCHOOL CROSSING PATROL ATTENDANTS

#### 9244 SCHOOL MIDDAY ASSISTANTS

#### 9245 CAR PARK ATTENDANTS

#### 9249 ELEMENTARY SECURITY OCCUPATIONS NEC

### 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.

#### 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  
Door keeper  
Night watcher  
Private detective  
Security officer  
Store detective

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## 9242 TRAFFIC WARDENS

Traffic wardens patrol assigned areas to detect and prevent infringements of local parking regulations.

### 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.

### RELATED JOB TITLES

Parking meter attendant  
Traffic warden  
Wheel clamber

## 9243 SCHOOL CROSSING PATROL ATTENDANTS

School crossing patrol attendants assist children to cross roads near to the entrances of schools.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

There are no formal academic entry requirements. Training is provided off- and on-the-job.

### TASKS

- 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

Lollipop man/lady  
School crossing patrol officer

## 9244 SCHOOL MIDDAY ASSISTANTS

Workers in this unit group supervise the activities of school children during break and meal times.

### 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.

### TASKS

- supervises the playground activities of children during meal and break times;
- cares for sick children and administers first aid if necessary;
- sets up and dismantles dining room furniture;
- assists young children with feeding, dressing, washing and toiletry activities.

### RELATED JOB TITLES

Dinner supervisor  
Lunchtime supervisor  
Midday assistant (*schools*)  
Supervisory assistant (school meals)

## 9245 CAR PARK ATTENDANTS

Car park attendants control the parking of vehicles in public and private car parks, and operate passenger and goods lifts in commercial, industrial, residential and other establishments.

### TYPICAL ENTRY ROUTES AND ASSOCIATED QUALIFICATIONS

No academic qualifications are required. On-the-job training is provided.

### TASKS

- 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;
- operates push-button or hand controls to raise and lower lifts to required floor;
- ensures safety of goods and passengers carried in lift.

### RELATED JOB TITLES

Car park attendant  
Lift attendant  
Parking attendant

## 9249 ELEMENTARY SECURITY OCCUPATIONS NEC

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 depositor on presentation of receipt.

### RELATED JOB TITLES

Commissionaire  
Court bailiff  
Court usher  
Museum attendant

## 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 NEC

#### 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

Display assistant (shelf filling)  
Shelf filler  
Stock handler

#### 9259 ELEMENTARY SALES OCCUPATIONS NEC

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;
- uses a pricing gun to attach price labels on goods for sale.

#### RELATED JOB TITLES

Bill poster  
Ticket checker (*wholesale, retail trade*)  
Trolley collector (*wholesale, retail trade*)