The SSA list below has been used in Ofsted Learning and Skills since September 2012. Tier 1 descriptors are the same as those that were set out by the Ofqual whilst the tier 2 options mostly mirror the original Ofqual list, they have been supplemented or simplified (in some instances) with a descriptor that better reflects the possible sector area combinations. They are useful to use in your self-assessment reporting to distinguish between judgements for the different areas that you might offer in an SSA. For example, in first tier health, public services and care, the three tier two areas of health & social care, public services and early years & playwork are distinctly different and should be self-assessed separately, feeding up to a broader SAR.

<table>
<thead>
<tr>
<th>Area</th>
<th>First Tier</th>
<th>Area</th>
<th>Second Tier Families</th>
<th>Study and skills indicative content for each second tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Health, public services and care</strong></td>
<td>1.1</td>
<td>Medicine and dentistry</td>
<td>Not used</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.2</td>
<td>Nursing and dental health</td>
<td>Study and skills in/for:</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>· Nursing assistants</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>· Dental nurses</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>· Medical and dental technicians</td>
</tr>
<tr>
<td></td>
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<td>1.2a</td>
<td>Complementary health studies</td>
<td>Study and skills in/for:</td>
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<td></td>
<td></td>
<td>· Complementary health studies</td>
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<td></td>
<td>· Meditation</td>
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<td></td>
<td></td>
<td>· Laboratory technicians</td>
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<td></td>
<td>· Nutrition</td>
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<td></td>
<td>· Speech therapy</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>· Therapists</td>
</tr>
<tr>
<td>1.3</td>
<td>Health and social care</td>
<td>1.3</td>
<td>Health and social care</td>
<td>Study and skills in/for:</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>· Counselling</td>
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<td></td>
<td>· Care work</td>
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<tr>
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<td></td>
<td></td>
<td>· Deaf and blind awareness</td>
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<td></td>
<td>· Pre-retirement</td>
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<td></td>
<td>· Anger management</td>
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<td>· Bereavement</td>
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<td>· Counselling</td>
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<td>· Drug awareness</td>
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<td>1.4</td>
<td>Public services</td>
<td>1.4</td>
<td>Public services</td>
<td>Study and skills in/for:</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>· Cleaning (public sector)</td>
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<td></td>
<td>· Caretaker</td>
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<td></td>
<td>· Cleaners and domestics</td>
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<td>· Housekeeping</td>
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<td></td>
<td>· Security staff</td>
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<td></td>
<td>· Fire service staff</td>
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<td></td>
<td>· Housing and welfare staff</td>
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<td>· Prison service staff</td>
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<tr>
<td>1.5</td>
<td>Early years and playwork</td>
<td>1.5</td>
<td>Early years and playwork</td>
<td>Study and skills in/for:</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td>· Childminding and nursery nursing</td>
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<td>· Early years education</td>
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<td>· Parenting</td>
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<td>· Playgroup staff</td>
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<td>· Playwork</td>
</tr>
</tbody>
</table>
## Sector Subject Areas (SSAs)

[Please note no update by Ofsted since September 2012]

<table>
<thead>
<tr>
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<th>Area</th>
<th>Second Tier Families</th>
<th>Study and skills indicative content for each second tier</th>
</tr>
</thead>
</table>
| 2.   | Science and mathematics | 2.1  | Science              | Study and skills in/for:  
- Anatomy and physiology  
- Astronomy  
- Biology  
- Chemistry  
- Environmental and conservation sciences  
- Geology  
- Human biology  
- Physics  
- Science  
- Social biology |
|      |             | 2.1a | Psychology           | Psychology c/f with 11.2a |
| 2.   | Mathematics and statistics | 2.2  | Mathematics and statistics | Study and skills in/for:  
- Applied mathematics  
- Mathematics  
- Maths and mechanics  
- Maths and statistics  
- Pure mathematics |
| 3.   | Agriculture, horticulture and animal care | 3.1  | Agriculture          | Study and skills in/for:  
- Agriculture and farm estate business  
- Agriculture, garden machinery  
- Agriculture livestock production  
- Agricultural science  
- Agricultural (crops)  
- Fish farming, fish management  
- Fishing |
|      |             | 3.1a | Horticulture and forestry | Study and skills in/for:  
- Bee-keeping  
- Garden design, Gardening  
- Greenkeeping and sports turf  
- Horticulture (amenity)  
- Horticulture (production)  
- Landscaping  
- Nursery and plan growing  
- Organic gardening  
- Arboriculture  
- Forestry  
- Dried and pressed flowers  
- Floristry, Flower arranging |
|      |             | 3.1b | Horticulture (new Tier 2 from Sept 2012) |
|      |             |      | Forestry (new Tier 2 from Sept 2012) |
| 3.   | Animal care and veterinary science | 3.3  | Animal care and veterinary science | Study and skills in/for:  
- Animal care  
- Animal technology, technicians  
- Dog obedience  
- Veterinary nursing |
|      |             | 3.3a | Animal care (new Tier 2 from Sept 2012) |
|      |             | 3.3b | Equine studies        | Study and skills in/for:  
- Equine studies and horse riding  
- Farriery  
- Horse and stable management |
| 3.   | Environmental conservation | 3.4  | Environmental conservation | Study and skills in/for:  
- Chain-saw users |
<table>
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<tr>
<th>Area</th>
<th>First Tier</th>
<th>Area</th>
<th>Second Tier Families</th>
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<tbody>
<tr>
<td></td>
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<td>4. Engineering</td>
<td>· Conservation and environment practice</td>
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<td></td>
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<td>· Countryside and park rangers</td>
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<td>· Fencing</td>
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<td>· Game conservation</td>
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<td>· Rural science</td>
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<td>· Wildlife</td>
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<td>4. Engineering and manufacturing</td>
<td>4.1</td>
<td>Technologies</td>
<td>Study and skills indicative content for each second tier</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>· Aeronautical engineering</td>
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<td>· Assembly and fabrication</td>
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<td>· Chemical engineering</td>
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<td>· Coal mining</td>
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<td></td>
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<td>· Design and development engineers</td>
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<td></td>
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<td></td>
<td>· Electrical engineers</td>
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<td></td>
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<td>· Electronics engineers</td>
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<td>· Electrical installation</td>
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<td>· Engineering technicians</td>
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<td></td>
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<td></td>
<td>· Marine engineering</td>
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<td>· Mechanical engineering</td>
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<td></td>
<td>· Metal plat eng and technicians</td>
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<td></td>
<td>· Moulders, core makers, die castors</td>
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<td>· Quality control engineers</td>
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<td></td>
<td>· Quarrying and extraction</td>
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<td></td>
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<td>· Sheet metal workers</td>
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<td></td>
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<td></td>
<td>· Tool makers and fitters</td>
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<td>· TV, video and audio technicians</td>
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<td>· Water, sewerage plant eng/tech</td>
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<td>· Welding and fabrication</td>
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<td>4.2 Manufacturing</td>
<td>Study and skills in/for:</td>
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<td></td>
<td></td>
<td>technologies</td>
<td>· Bakery and meat</td>
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<td>· Clothing and footwear</td>
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<td>· Electroplating</td>
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<td>· Food, drink and tobacco processing</td>
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<td>· Food hygiene</td>
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<td>· Furniture</td>
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<td>· Machinists</td>
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<td>· Metal making and treating</td>
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<td></td>
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<td></td>
<td>· Packers, bottlers, cannners, fillers</td>
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<td></td>
<td>· Plant and machine operatives</td>
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<td></td>
<td>· Production and process engineers</td>
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<td>· Smith and forge workers</td>
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<td></td>
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<td>· Sugarcraft and cake decorating</td>
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<td></td>
<td>· Printmaking etching/litho screen</td>
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<td></td>
<td>· Printers/print finishers</td>
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<td>4.3 Transportation</td>
<td>Study and skills in/for:</td>
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<tr>
<td></td>
<td></td>
<td>operations and</td>
<td>· Auto electricians</td>
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<td>maintenance</td>
<td>· Motor mechn. and auto eng.</td>
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<td>· Motor vehicle studies</td>
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<td>4.3a Motor Vehicle</td>
<td>· Tyre, exht and windshield ftrs</td>
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<td></td>
<td></td>
<td></td>
<td>· Vehicle refinishers</td>
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<td>· Vehicle body building and rep.</td>
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</tbody>
</table>
## 5. Construction, planning and the built environment

### 5.1 Architecture
Study and skills in/for:
- Architecture

### 5.2 Building and construction
Study and skills in/for:
- Building surveying
- Building, facilities management
- Civil engineering
- Cons. health and safety management
- Construction management
- Quantity surveyor
- Quarrying technicians
- Waste management

### 5.2a Building services
Study and skills in/for:
- Air conditioning engineering
- Domestic ind. Installation
- Electrical installation
- Heating and vent. Inst.
- Plumbing and gas
- Security installation

### 5.2b Construction crafts
Study and skills in/for:
- Bricklaying, carpentry and joinery
- Construction plant operatives
- Curtain wall fixing
- DIY, felt roofing
- Fitted furniture making/inst
- General building operations
- Glazing and glazing systems
- Highway construction
- Home maintenance
- Mastic asphalting
- Painting and decorating
- Plastering
- Roof and wall cladding
<table>
<thead>
<tr>
<th>Area</th>
<th>First Tier</th>
<th>Area</th>
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<th>Study and skills indicative content for each second tier</th>
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<td>Sector Subject Areas (SSAs) [please note no update by Ofsted since September 2012]</td>
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<td></td>
<td></td>
<td>5.3 Urban, rural and regional planning</td>
<td>Not used</td>
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</tbody>
</table>
| 6. Information and communication technology | 6.1 ICT for practitioners | Study and skills in/for: | · Systems analysis  
· Design and development of computer systems  
· Installation and maintenance  
· Hardware repair  
· Software development  
· Programming  
· Networking  
· Web design, development and maintenance  
· IT help desk |
|                      | 6.1a Communications technology | Study and skills in/for: | · Radio operators  
· Aerial installation and maintenance  
· Telecommunications  
· Communication networks |
|                      | 6.2 ICT for users | Study and skills in/for: | · Application software  
· Using databases  
· Using spreadsheets  
· Using e-mails and the internet  
· Word processing  
· Digital image manipulation |
| 7. Retail and commercial enterprise | 7.1 Retailing and wholesaling | Study and skills in/for: | · Buyers and purchasing  
· Cashiers  
· Home shopping  
· Merchandisers, window dressers  
· Rental  
· Retailing and sales |
|                      | 7.1a Call centre operations | Study and skills in/for: | · Call-centre operators  
· Telesales |
|                      | 7.2 Warehousing and distribution | Study and skills in/for: | · Warehousing |
|                      | 7.3 Service enterprises | Study and skills in/for: | · Cleaning (private sector) |
### Sector Subject Areas (SSAs) [please note no update by Ofsted since September 2012]

<table>
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<tr>
<td></td>
<td></td>
<td>7.3a</td>
<td><strong>Hairdressing and beauty therapy</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Dry cleaning and laundry &lt;br&gt;• Funeral services &lt;br&gt;• Postal workers &lt;br&gt;• Undertakers, mortuary assistants</td>
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<td></td>
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<td>7.3b</td>
<td><strong>Hairdressing (new Tier 2 from Sept 2012)</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Afro and Asian hairdressing &lt;br&gt;• Hairdressing for men and women</td>
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<td>7.3c</td>
<td><strong>Beauty Therapy (new Tier 2 from Sept 2012)</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Aromatherapy &lt;br&gt;• Beauty therapy &lt;br&gt;• Epilation &lt;br&gt;• Manicure &lt;br&gt;• Massage, Indian head message &lt;br&gt;• Mehndi &lt;br&gt;• Pedicure &lt;br&gt;• Reflexology &lt;br&gt;• Sports massage &lt;br&gt;• Stage makeup</td>
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<td>7.4</td>
<td><strong>Hospitality and catering</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Bar staff &lt;br&gt;• Butchery &lt;br&gt;• Caterers &lt;br&gt;• Chefs and cooks &lt;br&gt;• Craft baking and pastry making &lt;br&gt;• Fast food preparation &lt;br&gt;• Fishmongers &lt;br&gt;• Hotel and restaurant staff &lt;br&gt;• Hotel ptrs, receptn, serv staff &lt;br&gt;• Publicans and lcnsd prem staff &lt;br&gt;• Wine appreciation</td>
</tr>
<tr>
<td>8.</td>
<td><strong>Leisure, travel and tourism</strong></td>
<td>8.1</td>
<td><strong>Sport, leisure and recreation</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Aerobics &lt;br&gt;• Alexander technique &lt;br&gt;• Bridge, chess &lt;br&gt;• Exercise and fitness coaching &lt;br&gt;• Gambling and betting &lt;br&gt;• Indoor and outdoor sports &lt;br&gt;• Keep fit &lt;br&gt;• Leisure, sport centre staff &lt;br&gt;• Life-saving/lifeguard &lt;br&gt;• Martial arts &lt;br&gt;• Mechanical ride operations &lt;br&gt;• Outdoor activities and education &lt;br&gt;• Personal trainer coaching &lt;br&gt;• Recreation management &lt;br&gt;• Recreational sports and games &lt;br&gt;• Self-defence</td>
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<td>8.1a</td>
<td><strong>Sport (new Tier 2 from Sept 2012)</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Aerobics &lt;br&gt;• Alexander technique &lt;br&gt;• Bridge, chess &lt;br&gt;• Exercise and fitness coaching &lt;br&gt;• Gambling and betting &lt;br&gt;• Indoor and outdoor sports &lt;br&gt;• Keep fit &lt;br&gt;• Leisure, sport centre staff &lt;br&gt;• Life-saving/lifeguard &lt;br&gt;• Martial arts &lt;br&gt;• Mechanical ride operations &lt;br&gt;• Outdoor activities and education &lt;br&gt;• Personal trainer coaching &lt;br&gt;• Recreation management &lt;br&gt;• Recreational sports and games &lt;br&gt;• Self-defence</td>
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<td>8.1b</td>
<td><strong>Public Services (new Tier 2 from Sept 2012)</strong></td>
<td>Study and skills in/for: &lt;br&gt;• Aerobics &lt;br&gt;• Alexander technique &lt;br&gt;• Bridge, chess &lt;br&gt;• Exercise and fitness coaching &lt;br&gt;• Gambling and betting &lt;br&gt;• Indoor and outdoor sports &lt;br&gt;• Keep fit &lt;br&gt;• Leisure, sport centre staff &lt;br&gt;• Life-saving/lifeguard &lt;br&gt;• Martial arts &lt;br&gt;• Mechanical ride operations &lt;br&gt;• Outdoor activities and education &lt;br&gt;• Personal trainer coaching &lt;br&gt;• Recreation management &lt;br&gt;• Recreational sports and games &lt;br&gt;• Self-defence</td>
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# Sector Subject Areas (SSAs) [please note no update by Ofsted since September 2012]

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<td></td>
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<td>8.2</td>
<td>Travel and tourism</td>
<td>· Spectator control &lt;br&gt; · Sports coaching &lt;br&gt; · Sports science, Yoga &lt;br&gt; Study and skills in/for: &lt;br&gt; · Rail, coach travel assistants &lt;br&gt; · Guiding and tourism services &lt;br&gt; · Handling air passengers &lt;br&gt; · Ticketing &lt;br&gt; · Tour operations &lt;br&gt; · Travel agency</td>
</tr>
<tr>
<td>9.</td>
<td>Arts, media and publishing</td>
<td>9.1</td>
<td>Performing arts</td>
<td>Study and skills in/for: &lt;br&gt; · Acting &lt;br&gt; · Ballet and contemporary dance &lt;br&gt; · Ballroom and Latin dance &lt;br&gt; · Bhangra, Circus skills &lt;br&gt; · Dance, Egyptian/belly dance &lt;br&gt; · Ice skating/dance &lt;br&gt; · Line dancing &lt;br&gt; · Mime &lt;br&gt; · Stage and video lighting &lt;br&gt; · Stage management &lt;br&gt; · Tap/sequence &lt;br&gt; · Theatre technicians &lt;br&gt; · Bell ringing &lt;br&gt; · Big band playing &lt;br&gt; · Chamber music &lt;br&gt; · Choral singing &lt;br&gt; · Composing music &lt;br&gt; · Jazz &lt;br&gt; · Music technology &lt;br&gt; · Musical instrument playing &lt;br&gt; · Opera &lt;br&gt; · Popular music &lt;br&gt; · World music</td>
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<td>9.2</td>
<td>Visual Arts</td>
<td>Study and skills in/for: &lt;br&gt; · 3-D studies &lt;br&gt; · Art &lt;br&gt; · Art appreciation &lt;br&gt; · Creative arts &lt;br&gt; · Drawing &lt;br&gt; · Hist of art, dance, design, music, photo and film &lt;br&gt; · Life drawing and painting &lt;br&gt; · Painting &lt;br&gt; · Sculpture &lt;br&gt; · Basket making &lt;br&gt; · Calligraphy &lt;br&gt; · Carving &lt;br&gt; · Ceramic, glaze making, pottery &lt;br&gt; · Crochet</td>
</tr>
<tr>
<td>Area</td>
<td>First Tier</td>
<td>Area</td>
<td>Second Tier Families</td>
<td>Study and skills indicative content for each second tier</td>
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<td>Decoupage, Embroidery, Fabric painting, Hat making, Jewellery making and design, Knitting/machine knitting, Lace making, Origami, Patchwork, Pattern cutting, Picture framing, Quilting, Rug making, Sewing, Silversmithing, Stained glass, Tapestry, Tatting, Toy making, Upholstery, soft furnish craft, Violin making, Weaving, Cartooning, CDT, Design, Graphic design, Illustration, Interior design, Sign writing/making, Tailoring, Textile design/printing</td>
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<tr>
<td>9.3</td>
<td>Media and communication</td>
<td>Study and skills in/for:</td>
<td>Animation, Audio visual. Multi-media techniques, Film and video studies, Media communication and production, Media studies, Photography, Video editing, Video production, Information and library services, Library staff</td>
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<tr>
<td>9.4</td>
<td>Publishing and information Services</td>
<td>Study and skills in/for:</td>
<td>Information services, Writing and journalism, Publishing</td>
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<tr>
<td>10.</td>
<td>History, philosophy and theology</td>
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<tr>
<td>10.0</td>
<td>Humanities</td>
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### Sector Subject Areas (SSAs) [please note no update by Ofsted since September 2012]

<table>
<thead>
<tr>
<th>Area</th>
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<td>10.1</td>
<td>History</td>
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<td>- Antiques</td>
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<td>- Classical civilisation</td>
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<td>- Folklore and myth</td>
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<td>- Genealogy</td>
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<td>- History</td>
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<td>- Critical thinking</td>
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<td>Theology and religious studies</td>
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<td>- Religions and spiritual studies</td>
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<td>Sociology and social policy</td>
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<td>- Access to HE</td>
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<td>- Sociology</td>
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<td>Psychology</td>
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<td>- Psychology can be reported here but ensure not in data in SSA 2 C/f with 2.1a</td>
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<td>Languages, literature and culture</td>
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<td>- Fiction and creative writing</td>
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<td>- Grammar</td>
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<td>- Non-fiction writing</td>
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<td>- Playwriting</td>
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<td>- Poetry</td>
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<td>- Welsh (in England would normally be inspected in 12.2)</td>
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<td>- EFL</td>
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<td>12.2</td>
<td>Other languages, literature and culture</td>
<td>12.2a</td>
<td>Classical languages (new Tier 2 from Sept 2012)</td>
<td>Study and skills in/for:</td>
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<td>- African studies</td>
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<td>- Anglo-saxon</td>
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<td>- European studies</td>
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<td>- Indian sub-continent languages</td>
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### Sector Subject Areas (SSAs) [please note no update by Ofsted since September 2012]

<table>
<thead>
<tr>
<th>Area</th>
<th>First Tier</th>
<th>Area</th>
<th>Second Tier Families</th>
<th>Study and skills indicative content for each second tier</th>
</tr>
</thead>
</table>
| 12.2 b | Modern foreign languages (new Tier 2 from Sept 2012) |  | · Latin and ancient Greek  
 · Modern European languages  
 · Modern Greek  
 · Modern Hebrew  
 · Oriental languages  
 · Polish  
 · Russian  
 · Sign language, lip reading  
 · Slavic languages  
 · Turkish |
| 12.3 | Linguistics |  | Study and skills in/for:  
 · Communication |
| 13. | Education and training | 13.1 | Teaching and lecturing | Study and skills in/for:  
 · Lecturing in college  
 · Lecturing in the forces  
 · Training in WBL  
 · Adult tutoring in ACL  
 · Nurse tutoring  
 · Training for the forces and police |
|  | 13.2 | Training to provide learning support | Study and skills in/for:  
 · Learning support assistant  
 · Adult support worker  
 · Volunteer worker in adult literacy, numeracy or ESOL  
 · Support assistant for LDD  
 · Work based mentor or coach  
 · Instructor in the forces  
 · Classroom assistant in school  
 · Teacher assistant  
 · Work based or college assessors |
| 14. | Preparation for Life and Work | 14.1 03 | ESOL | Study and skills in/for:  
 · ESOL and language support |
|  | 14.1 08 | Independent living and leisure skills | To cover all LDD provision including the lower level foundation learning but please never use any acronym  
 · Independent living skills  
 · Learners with learning difficulties and/or disabilities including additional learning support |
|  | 14.1 11 | Community learning | Study and skills in/for:  
 · Community learning |
<p>| 14.1 12 | Foundation English (new Tier 2 from Sept 2012) | To cover foundation English (or where the English provision is predominantly foundation). Where it is predominantly higher and above English that should be reported under SSA 12. Fits with new pattern of provision under Wolf/16-19 study programmes. |
| 14.1 13 | Foundation mathematics (new) | To cover foundation mathematics (or where the mathematics provision is |</p>
<table>
<thead>
<tr>
<th>Area</th>
<th>First Tier</th>
<th>Area</th>
<th>Second Tier Families</th>
<th>Study and skills indicative content for each second tier</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Tier 2 from Sept 2012</td>
<td>predominantly foundation. Where it is predominantly higher and above mathematics that should be reported under SSA 2. Fits with new pattern of provision under Wolf/16-19 study programmes.</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>14</td>
<td>Foundation English and mathematics (new Tier 2 from Sept 2012)</td>
<td>To cover rare cases where both English and mathematics are covered as part of community learning if most of the provision is below level 2.</td>
<td></td>
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<tr>
<td>14.2</td>
<td>04</td>
<td>Employability training</td>
<td>should be used for employability provision for people on benefits.</td>
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<tr>
<td>14.2</td>
<td>05</td>
<td>Foundation learning (new Tier 2 from Sept 2012)</td>
<td>To cover foundation learning where employability is the main focus.</td>
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<tr>
<td>15</td>
<td></td>
<td>Business, administration and law</td>
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<td>15.0</td>
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<td>Business Studies</td>
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</tbody>
</table>
| 15.1 |            | Accounting and finance | Study and skills in/for:  
- Accounts  
- Book keeping  
- Computerised accounts, payroll and stock  
- Financial management  
- Insurance staff  
- Stocks and shares |
| 15.2 |            | Administration | Study and skills in/for:  
- Administration  
- Legal secretaries  
- Medical secretaries, reception  
- Secretaries, personal assistants  
- Shorthand  
- Telephonists |
| 15.3 |            | Business management | Study and skills in/for:  
- Business enterprise  
- Management  
- Office managers  
- Owner manager programmes  
- Personnel staff  
- Public speaking  
- Quality assurance managers, staff  
- Self-employment (Jobcentre Plus)  
- Stress management  
- Supervisory management  
- Time management  
- Trade union studies |
| 15.4 |            | Marketing and sales | Study and skills in/for:  
- Advertising and public relations |
<table>
<thead>
<tr>
<th>Area</th>
<th>First Tier</th>
<th>Area</th>
<th>Second Tier Families</th>
<th>Study and skills indicative content for each second tier</th>
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<tbody>
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<td></td>
<td>· Estate agents and auctioneers</td>
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<td></td>
<td>· Marketing and sales staff</td>
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<td>· Property housing and land staff</td>
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<td>· Purchasing</td>
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<td>15.4a</td>
<td>Customer service</td>
<td>Study and skills in/for:</td>
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<td>· Customer service</td>
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<td>15.5</td>
<td>Law and legal services</td>
<td>Study and skills in/for:</td>
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<td>· Law</td>
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<td>Family learning</td>
<td>Study and skills in/for:</td>
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<td>· Family literacy, language and numeracy</td>
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<td>· Wider family learning</td>
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<td>18.</td>
<td>Community development</td>
<td>Study and skills in/for:</td>
<td></td>
<td>· Individuals and communities for community renewal</td>
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</table>