

Supporting Customer Excellence

April 2011 Version 1.2

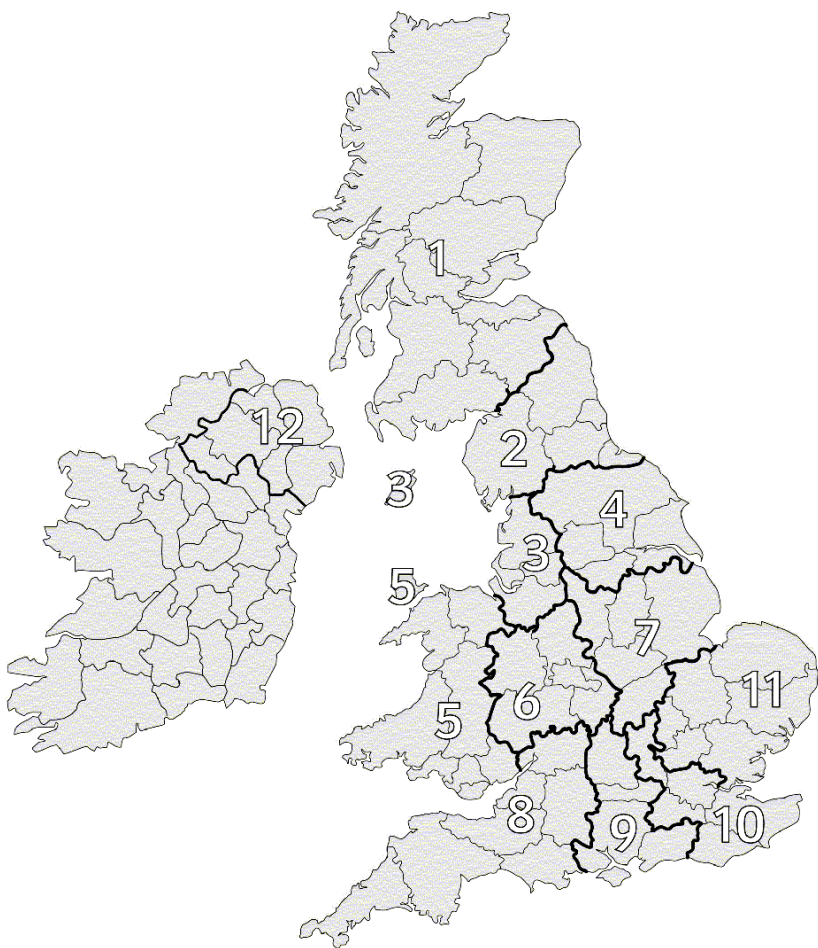




1	Local offices – map and contact details	4
2	Introducing City & Guilds	5
2.1	Customer service statement	5
2.2	About us	5
2.3	Products and services	5
3	Supporting our customers	6
3.1	Structure	6
3.2	Contact us – City & Guilds – 0844 543 0000	6
3.3	Comments, complaints or compliments	6
3.4	Marketing support	6
3.5	Using the City & Guilds logo	7
3.6	Events	7
3.7	Sources of funding	7
4	The quality assurance cycle	8
4.1	General approval	8
4.2	Centre approval (including one qualification approval)	9
4.3	Qualification approval	11
4.4	After the 2nd year of approval	13
4.5	Updating approval information	13
4.6	Satellite centres and assessment sites	13
4.7	Quality assurance strategy	14
4.8	Non compliance	14
4.9	Assessment, internal quality assurance and examination roles	15
5	Administration	23
5.1	General terms	23
5.2	Walled Garden	32
5.3	Unique Learner Number	34
5.4	Scottish Learner Number	34
5.5	GOLA/e-volve	35
5.6	Charges and Payments	39
6	Policies to support delivery and assessment	40
6.1	Data protection	40
6.2	Complaints, appeals and infringement of rules	42
6.3	Access to Assessment - equal opportunities	44
6.4	Signing & dating evidence	50

6.5	Working with unqualified Assessors	55
6.6	Consultant sampling of centre activity	60
7	Glossary	63
Appendix 1	Centre approval criteria	65

1 Local offices – map and contact details



1. City & Guilds Scotland
4th Floor
144 West George Street
Glasgow G2 2HG
Tel:- 0141 341 5700

2. City & Guilds North East and
Cumbria
Suite 1, 1st Floor, Eldon Court
Eldon Square Centre
Percy Street
Newcastle-upon-Tyne NE1 7YE
Tel:- 0191 402 5100

3. City & Guilds North West
Phoenix House
Firecrest Court
Warrington Centre Park
Warrington WA1 1RG
Tel:- 01925 897 900

4. City & Guilds Yorkshire
4 Red Hall Court
Paragon Business Village
Wakefield WF1 2UN
Tel:- 01924 206 700

5. City & Guilds Wales
Cardiff Business Park
12 Lambourne Crescent
Llanishen
Cardiff CF14 5GG
Tel:- 02920 748 600

6. City & Guilds West
Midlands
1st Floor, Faraday Wharf
Holt Street
Birmingham B7 4BB
Tel:- 0121 503 8900

7. City & Guilds East
Midlands
4 Swanwick Court
Wick Island, Alfreton
Derbyshire DE55 7AS
Tel:- 01773 842 900

8. City & Guilds South West
Broomhay House
Blackbrook Business Park
Taunton TA1 2PX
Tel:- 01823 722 200

9. City & Guilds Southern
1 Giltspur Street
London EC1A 9DD
Tel:- 020 7294 2677

10. City & Guilds London
and South East
1 Giltspur Street
London EC1A 9DD
Tel:- 020 7294 8139

11. City & Guilds Eastern
Si 1, Parsons Green
St Ives Business Park
St Ives PE27 4AA
Tel:- 01480 308 300

12. City & Guilds Northern
Ireland
Montgomery House
29-31 Montgomery Street
Belfast, BT1 4NX
Tel:- 028 9082 3750

2 Introducing City & Guilds

2.1 Customer service statement

City & Guilds is committed to a **vision and a set of values**.

We adhere to these values in all our dealings with centres, and work hard to achieve the service standards we have set for ourselves in our **Customer Service Statement**.

2.2 About us

City & Guilds has around two million learners working towards one of our qualifications every year, and is the biggest name in UK vocational education.

2.3 Products and services

Our wide range of qualifications covers shop floor assistants to senior managers, librarians to florists and cleaners to health care workers, to name a few, from entry level through to level 12 in the United Kingdom and Internationally.

You can browse the full range of qualifications at:-

www.cityandguilds.com/uk-qualifications,

www.cityandguilds.com/int-qualifications

[www.City & Guilds NPTC.org.uk/qualifications](http://www.City&GuildsNPTC.org.uk/qualifications).

Key information on the City & Guilds/City & Guilds Land Based Services website

We make sure our websites contain helpful and essential information for approved centres. So at **www.cityandguilds.com** and **[www.City & Guilds NPTC.org.uk](http://www.City&GuildsNPTC.org.uk)** you can find everything you need including:-

- A dedicated section, just for approved centres
- Our guide to fees
- A comprehensive range of resource materials
- Qualification handbooks, and specifications
- Information on our events.

We also offers an accreditation service, for more information please visit **www.cityandguilds.com/business**

To see everything that is available, please visit the relevant website.

3 Supporting our customers

3.1 Structure

City & Guilds Quality Co-ordinator

Your dedicated Quality Co-ordinator is based in one of a number of local office's around the United Kingdom and is there to provide advice and guidance. They will agree your activity plan for the year and, manage the process for approving prospective centres. They ensure that every approved centre achieves and maintains a high level of quality assurance during and after approval, and they are in close contact with the Consultant team.

City & Guilds Business Manager

Your Business Manager looks after local customer relationships and is there to provide advice and guidance on our portfolio of qualifications and services, as well as to assist you in identifying the most appropriate solutions to fit your clients' needs and those of your business.

3.2 Contact us – City & Guilds – 0844 543 0000

The Customer Relations team is your first point of contact when you have a query, or need any information, support or assistance. You can call them any time between 8.30am and 5.00pm Monday to Friday (voicemail at other times) and they will help with any enquiries, including:-

- Prospective centre and qualification approval
- Registrations
- Schedule of results
- Certifications
- Qualifications
- Walled Garden passwords and access
- Learning resources and support materials
- Marketing materials including brochures and leaflets.

3.3 Comments, complaints or compliments

If you have any comments, complaints or compliments about our customer service, we would welcome your email at:- complaint@cityandguilds.com.

3.4 Marketing support

We support our approved centres with a range of marketing services, including:-

- A range of materials to raise learner awareness and recruitment – including the corporate brochure, approved centre brochure and marketing materials for individual qualifications
- Regular approved centre updates including a copy of Broadsheet for approved centres offering City & Guilds qualifications
- The opportunity to use the City & Guilds name and logos in promotional materials, subject to terms and conditions

3.5 Using the City & Guilds logo

Using the City & Guilds Approved Centre logo boosts your profile, and we would encourage active approved centres to seek permission to use it, for example on stationery, promotional material, prospectuses, signage and exhibition stands as well as in press adverts in order to promote courses leading to City & Guilds qualifications?

There are certain rules and conditions attached to its use.

In order to get permission to use the City & Guilds Approved Centre logo, please go to **<http://cityandguilds.media-archives.net/cityandguilds/cgi-bin/form1.plr>** (or such other website as we notify to you).

A centre shall not use any other form of our logo without our prior written consent.

3.6 Events

Throughout the year our Customer Support Events Team runs a full programme of events around the UK.

These are some of our key events for supporting approved centres and tutors, and more information can be found **here**.

3.7 Sources of funding

We offer a range of qualifications that attract public funding. However, there are different arrangements in England, Scotland, Northern Ireland and Wales, and they do change.

For more information on funding please contact your Business Manager.

4 The quality assurance cycle

Introduction

Consistent quality is clearly in everyone's interest. It guarantees the integrity and value of qualifications and programmes, for City & Guilds, our approved centres, and learners. The quality assurance procedure is outlined below.

4.1 General approval

Support

If you are considering applying for approval as a prospective centre, your local Business Manager will be happy to explain the stages of the approval process, and give you the initial advice and support you need when you go ahead. You can get their details from the Customer Relations team.

As part of the prospective centre approval package you will receive the following:-

- Visit to prospective centre from Business Manager
- Systems visit to prospective centre
- One qualification approval
- Qualification approval visit.

Costs

You can find the cost of approval as an approved centre in the **Centre Charges List**.

If our fees change, we will notify approved centres and the new information will also be displayed on the website. Our qualification and programme fees are reviewed each year and, unless otherwise notified, changes take effect from 1 September.

Approval

Organisations wishing to apply for centre approval need to complete Form CAP to start the Centre Approval Process, which also includes completing a direct debit mandate. Your Business Manager will explain all of the details, or advice can be provided through the Customer Relations team.

4.2 Centre approval (including one qualification approval)

Approved centre criteria

The approval process focuses on Our Centre Quality Assurance Requirements approved centre criteria and the prospective centre has to meet all of these to be approved. The full set of criteria is listed in Appendix 1 with examples of all types of evidence you could produce to show how you meet them all.

Broadly, you will have to specify or supply:-

- A completed Statement of Intent
- A completed Form CAP
- A completed Form CAF
- Details of assessment procedures
- Recruitment process, CVs, role profiles, competence, experience, recruitment and selection policy and Continuing Professional Development for all staff delivering, assessing and internally quality assuring qualifications
- Details of the resources to deliver the qualification(s)
- Your management and quality systems
- Your equal opportunities policy and monitoring arrangements
- Your appeals procedures
- Programme of study information for learners
- Induction arrangements for staff and learners
- Tracking of learner progress and achievement
- Review and evaluation procedures.

Pre-approval

Once the prospective centre has sent the information through to the local office, you will be allocated to one of the Quality Coordinators. The Quality Coordinator will then send a confirmation of receipt.

Approval visit

Approval visits are normally made by a Consultant, who has been allocated by the prospective centre's local office. They seek evidence to confirm that the prospective centre meets the approved centre criteria (Please see Appendix 1), and ensure that systems, processes and procedures exist for everybody involved in the quality assurance and assessment process.

At the end of the visit the Consultant will complete a report which will include an action plan and approval recommendation. This will be discussed with the centre contact then sent to the prospective centre's local office. A copy of the report will then be sent electronically to the prospective centre for information.

The duration of the visit will vary, depending on the time needed to complete the above. However, it is anticipated that it will be normally at least half a day.

Approval decision

You will normally be notified of our approval decision within four weeks, with four possible outcomes:-

- Centre approval and qualification approval have been granted
- Centre approval and qualification approval have been approved subject to action plan
- Centre approval and qualification approval have been withheld subject to action plan
- Centre approval and qualification approval have been denied.

City & Guilds reserves the right to withhold centre and qualification approval.

Centre and qualification approval granted

When a prospective centre is formally notified that centre and qualification approval have been granted, we will:-

- Recognise the organisation as an approved City & Guilds centre
- Issue an annual certificate of approval for display at the centre
- Allocate a centre number, which will be used in all communications with City & Guilds
- Allow registration and assessment of learners for the qualification(s) approved.

Centre and qualification approval withheld

Where there is insufficient evidence to satisfy either the centre or qualification approval criteria, the Consultant will develop an action plan which will set out:-

- The areas that need to be developed further
- The date by which improvements will be made and an indication of the additional evidence required.

Once the action plan has been implemented, prospective centres will contact their local office. The local office will request evidence to confirm that the centre and qualification approval criteria have been satisfied and, if necessary, a second approval visit will be made; this supplementary visit will incur a charge.

Centre and qualification approval denied

This will happen where it is clear from the visit undertaken to the prospective centre that they are not in a position to satisfy the City & Guilds approved centre criteria.

Non active centre approval

If the centre is non active (no registrations/certifications on any of its qualification provision) for a period of two years or more, then the centre approval will automatically lapse and the centre will need to re-apply for centre approval.

4.3 Qualification approval

Support

You can apply to add to your list of qualifications at any time, so as part of the qualification approval package you will receive the following:-

Low risk qualification

- Qualification approval may be granted without Consultant visit

High risk qualification

- Qualification approval visit

Please note that an approval visit could still be required on low risk qualifications, dependent on your overall centre monitoring rating.

Pre approval

Once you have sent the initial information through, it will be forwarded to your allocated Quality Coordinator. The Quality Coordinator will then send confirmation of receipt.

Broadly, you will have to specify or supply:-

- A completed Form QAP
- Recruitment process, CVs, role profiles, competence, experience and Continuing Professional Development for all staff delivering, assessing and internally quality assuring qualifications
- Physical resources
- How the centre intends to deliver and assess the qualification
- How the centre intends to quality assure the qualification
- The programme outline and content

Approval visit

If a visit is required the Consultant will agree a visit programme with the centre contact and:-

- Confirm any special arrangements
- Indicate any points which need clarification
- Identify any staff the Consultant wishes to meet

During the visit the Consultant will:-

- Ensure all staff involved with the qualification understand their roles and responsibilities
- Seek evidence to confirm that the centre has met the qualification approval criteria
- Give help or advice
- Approve documentation as appropriate

The duration of the visit will vary depending on the time needed to complete the above, but it will be at least half a day.

At the end of the visit the Consultant will complete a report which may include an action plan and approval recommendation, which will be discussed with the centre contact and then sent through to your local office. A copy of the report will then be sent to the centre for information.

City & Guilds has the right to decline approval for other qualifications

Approval decision

You will normally be notified of our approval decision within four weeks, with four possible outcomes:-

- Qualification approval has been granted
- Qualification approval has been approved subject to action plan
- Qualification approval has been withheld subject to action plan
- Qualification approval has been denied

Qualification approval granted

When you have been formally notified that qualification approval has been granted, then you will be able to register learners for the qualification(s) concerned.

Please note that you will not be able certificate learners, until you have had a positive sampling activity.

Qualification approval withheld subject to action plan

Where insufficient evidence to satisfy the qualification approval and assessment criteria has been provided, the Consultant will complete an action plan identifying:-

- The areas that need to be developed further
- The date by which improvements will be made and an indication of the additional evidence required

Once the action plan has been implemented, centres will contact their local office. The local office will request evidence to confirm that the qualification approval criteria have been satisfied and, if necessary, a second approval visit will be made; this supplementary visit will incur a charge.

Qualification approval has been denied

This will happen where it is clear from the visits undertaken to the organisation that they are not in a position to satisfy the qualification approval criteria.

City & Guilds reserve the right to deny qualification approval.

Non active qualification approval

If you have a non active qualification (no registrations/certifications) for a period of two years or more, then the qualification approval will automatically lapse and the centre will need to re-apply for qualification approval.

If your details change

You must keep us informed of any changes or potential problems including;

- Changes to contact details – centre or contact name, address, email etc
- Anything that may affect your ability to meet our requirements for delivering or assessing programmes
- Any changes to the staffing of any qualification, also informing us if their Walled Garden account will be made inactive
- If you intend to stop operating as a City & Guilds centre

Let us know of any changes by completing and sending the Form CU as soon as possible, to your local office and Consultant.

4.4 After the 2nd year of approval

After the 2nd year of approval, City & Guilds reserves the right to charge for quality assurance services where a centre's learner transaction invoices (registrations and certifications) are below £1000. Charges will be made according to our published charging structure.

4.5 Updating approval information

The Centre Update (CU) form must be completed whenever there has been a change affecting the information provided on the Form CAP, Form QAP or previous Form CU. The Form CU must be sent as soon as possible to the appropriate City & Guilds local office. The Form CU can be found on our website.

Where substantial changes have taken place, particularly in relation to physical and staff resources, the following points should be noted:-

- an additional sampling/systems visit may be required to confirm that the approval criteria continue to be met for which we reserve the right to charge at our current fees; and
- it may be necessary to withhold certification until an additional visit has been made and a satisfactory report received. You will be kept fully informed of all actions and decisions taken.

4.6 Satellite centres and assessment sites

A satellite centre is a site associated with an approved centre, and is required to meet the approved centre approval criteria. Satellites are normally approved to offer the qualifications agreed by the approved centre and we would require that the satellite(s) operate the same quality assurance processes and procedures.

A satellite centre is not always an assessment site although it will have an office and staff. An assessment site is a location where a learner is being assessed for their qualification eg the workplace – it may or may not be a satellite centre. It may be temporary, eg road works or an event where work is being carried out.

When visiting centres, Consultants must know which satellite centres the learners are at and who is assessing or teaching them. The Consultants will also check the suitability of resources within any satellite centre.

If you have a number of approved satellites, any changes to the centre monitoring rating or approval status will affect the entire operation.

To apply for a satellite centre, please complete the Form CU or contact your local office.

4.7 Quality assurance strategy

An Annual Systems Visit will take place every year, and will be a review of your current quality assurance systems, policies and procedures. The systems visit will identify good practice, and provide information, advice and guidance on any improvements that need to be made.

Your local office will decide upon a twelve month plan of activities and will discuss the plan with you and take your views into account.

The activities are then implemented, with on-going review of those activities that have been/will be carried out.

Activities

The Centre Management Activities are at the heart of our quality assurance model where each centre will be provided with a range of support activities they need.

Activities will be based on the monitoring level of the centre and the centre's development requirements.

For descriptions of all the activities, clarifying who, when, where and why the activity is needed, please visit our website.

4.8 Non compliance

Our Quality Assurance Requirements list the centre approval and post approval monitoring criteria that you must adhere to. If an approved centre fails to meet these criteria, then the centre monitoring rating will increase and could lead to centre and/or qualification withdrawal. For further details please see Our Quality Assurance Requirements.

We may also withdraw centre or qualification approval on written notice to you at any time:-

- If you have not complied with the terms of agreement in this document, with the approval criteria, or with any of our policies, regulations, requirements and procedures
- If there are major deficiencies in the assessment process and we reasonably believe that you can no longer assure the appropriate quality of assessment provision

- With immediate effect, if we have been notified of any equivalent sanctions placed on a centre by another Awarding Organisation.

If centre and/or qualification approval has been withdrawn or suspended, you must give to us and to learners whatever information or support we consider to be reasonable within a specified timeframe. Please contact your local office who will advise you of the process.

We may however decide not to withdraw approval immediately but to discuss the problem with you and give a reasonable period within which to put it right.

We may decide to suspend all or any of your activities (including the ability to register/certificate learners) for a specified period of time or indefinitely. This may be in order to see if a situation can be remedied, or if we feel that it is appropriate to do so in order to protect learners or City & Guilds.

You have the right to appeal against withdrawal or suspension of centre or qualification approval, please see section 6.2 for more information.

4.9 Assessment, internal quality assurance and examination roles

This section gives details of the requirements and responsibilities of each role involved in the assessment and examination process. You will need to identify members of staff to fill each of the centre roles described below.

We also offer a model called ‘employer direct’, which allows employers to have their own assessment model, mapping their staff to the relevant assessment strategy. For more information please visit www.cityandguilds.com/business

Centre roles

Head of Centre

The Head of Centre is the person responsible for ensuring that the overall management of the centre services and reputation are of a high standard. The head of centre will have a secure email address to which correspondence can be sent.

Centre contact

The centre contact is the person responsible for ensuring that the management, administrative and quality assurance systems for all City & Guilds qualifications are properly maintained throughout the centre and that communications between City & Guilds and the centre are dealt with efficiently. In order to ensure this, the centre contact will have a secure email address to which correspondence can be sent. The centre contact must inform City & Guilds immediately if their details change. The person undertaking this role will need to:-

- have an appropriate background in assessment management, administration and quality assurance

- possess the necessary authority and time to ensure that management, administrative, assessment and internal quality assurance/qualification co-ordination procedures are implemented correctly and consistently across the centre as a whole
- have regular contact with the Internal Quality Assurers/Internal Quality Assurer Co-ordinators/Qualification Co-ordinators whose work s/he co-ordinates
- liaise closely with other staff members to obtain, and provide Consultants with, detailed information on the overall operation of the centre
- co-ordinate visit arrangements for Consultants. For qualification approval, this responsibility may be delegated to the Internal Quality Assurer/Internal Quality Assurer Co-ordinator /Qualification Co-ordinator.

In addition, the centre contact is responsible for ensuring that:-

- registrations/entries are sent to City & Guilds in accordance with specified Walled Garden procedures
- registrations/entries have been received from City & Guilds and learner enrolment numbers are checked
- City & Guilds invoices are paid within agreed payment terms
- only suitable staff are used in the delivery, assessment and internal quality assurance processes, in accordance with specified vocational experience/qualification requirements
- staff involved in training, assessment and internal quality assurance/qualification co-ordination have access to and regularly participate in activities designed to promote continuous improvement
- sufficient and effective support is available for confirming the decisions of Assessors and Internal Quality Assurers not holding the appropriate Assessor/Internal Quality Assurer qualifications as approved and specified by the regulatory authorities
- Assessors and Internal Quality Assurers/Qualification Co-ordinators are able to apply equal opportunity principles to assessment
- Assessors and Internal Quality Assurers/Qualification Co-ordinators are familiar with the qualifications they are assessing or quality assuring with a knowledge base sufficient to enable them to interpret the knowledge requirements, values and documentation
- Assessors and Internal Quality Assurers/Qualification Co-ordinators are familiar with the recording systems, documentation and procedures for assessment and internal quality assurance
- Assessors and Internal Quality Assurers/Qualification Co-ordinators are prepared for their role, supported and allowed sufficient time
- Assessors and Internal Quality Assurers sign up to monthly mailings
- any actions plans are disseminated to appropriate Assessors/Internal Quality Assurers/Tutors
- any action plans agreed between the Consultant and the centre are met within the appropriate timescale

- proof of learners' identities is obtained for those qualifications where this is required
- all those involved are notified of assessment dates well in advance
- security arrangements for written papers, coursework assessments, project and practical work are in accordance with the JCQ Instructions for Conducting Examinations
- administration of written examinations, online testing and assessments are in accordance with the JCQ Instructions for Conducting Examinations
- learners' projects and prepared practical work are forwarded on time (where applicable)
- appropriate records, results or other evidence of achievement are released to other approved centres or learners (as applicable) in cases where learners transfer to other approved centres
- certificates and certificates of unit credit received from City & Guilds are securely stored prior to issue to learners
- results, certificates, medals or prizes are properly issued to learners at the centre
- all general correspondence between City & Guilds and the centre is disseminated promptly to all relevant people within the centre (the centre contact acting as the point of contact for such correspondence).

Internal Quality Assurer Co-ordinator (IQAC)

An Internal Quality Assurer Co-ordinator (IQAC) is recommended for each qualification where more than one Internal Quality Assurer is involved. This arrangement applies to:-

- S/NVQs
- vocational qualifications (non-S/NVQs) which specify the need for Internal Quality Assurers
- QCF qualifications which specify the need for internal quality assurance.

For S/NVQs/VQs/QCF qualifications that require internal quality assurance, the IQAC (who may also be an Internal Quality Assurer), must hold the appropriate Internal Quality Assurer qualifications as approved and specified by the regulatory authorities within the required timeframe of starting their role. The IQAC will be responsible for:-

- liaising with the centre contact
- maintaining regular contact with the Internal Quality Assurers whose work s/he co-ordinates
- ensuring that internal quality assurance is carried out efficiently and consistently across the qualification(s) with which s/he is involved.

Internal Quality Assurer/Qualification Co-ordinator (IQA/QC)

Internal Quality Assurers/Qualification Co-ordinators (IQAs/QCs) monitor the work of all Assessors involved with a particular qualification to ensure they are applying the standards/syllabus consistently throughout assessment activities. Although the roles are similar, the scope of responsibility will vary according to the type of assessment system in which they are involved (refer to relevant qualification documentation). As a general guide:-

- Internal quality assurance is the quality assurance function associated with S/NVQs
- vocational related qualifications (VRQs) assessed by competence-based/practical activities and documentary evidence
- QCF qualifications which specify the need for internal quality assurance
- qualification co-ordination is usually carried out in the context of vocational qualifications (non-S/NVQs) which incorporate mixed methods of assessment.

IQAs/QCs must have, and maintain, an appropriate level of occupational competence (refer to relevant qualification documentation).

For S/NVQs/VQs/QCF qualifications that require internal quality assurance, IQAs/QCs must hold the appropriate Internal Quality Assurer qualifications as approved and specified by the regulatory authorities within the required timescales of starting their role.

Two or more of the roles carried out within approved centres can be undertaken by the same person. However, Internal Quality Assurers who are also acting as Assessors cannot internally quality assure their own assessments. IQAs/QCs are responsible for:-

- ensuring that Assessors follow the assessment guidance provided
- advising and supporting Assessors to assist them in interpreting and applying the standards/syllabus correctly and consistently
- regularly sampling assessment activities, methods and records to monitor consistency of assessment decisions as specified by qualification documentation
- providing Assessors with prompt, accurate and constructive feedback on their assessment decisions
- undertaking an active role in raising issues of good practice in assessment
- ensuring that equal opportunities and anti-discriminatory practices are upheld in the assessment process
- liaising with other staff members and the Consultant to implement the requirements of the assessment system
- ensuring that all learners' achievement records and centre documentation are completed in accordance with requirements
- countersigning appropriate assessment documentation
- ensuring Assessors have opportunities for updating and developing their vocational and professional competence

- supporting, countersigning, dating assessment and quality assuring judgements by Assessors and Internal Quality Assurers not holding the appropriate Assessor/Internal Quality Assurer qualifications as approved and specified by the regulatory authorities.

Note:- if the IQA/QCs countersigns another person's assessments of a learner's work, that IQA/QC cannot then act in the role as IQA/QC for that learner.

Assessor

The primary role of Assessors is to assess learners' performance and/or related knowledge in a range of tasks and to ensure that the competence/knowledge demonstrated meets the requirements of the standards/syllabus. Assessors must therefore have occupational expertise in the competences/syllabus areas to be assessed. Assessors will be required to maintain their expertise by undertaking continuous professional development activities.

For S/NVQs/VQs/QCF qualifications that require internal quality assurance, Assessors must hold appropriate Assessor qualifications as approved and specified by the regulatory authorities within the required timescale of commencing their role. Assessors not holding the appropriate qualifications must always have their assessment decisions checked and countersigned by a qualified Assessor. Assessors are responsible for:-

- making themselves regularly available to learners
- ensuring that each learner is aware of his/her responsibility in the collection and presentation of evidence
- agreeing and recording assessment plans with each learner
- fully briefing learners on the assessment process
- following assessment guidance provided by City & Guilds and the centre
- observing learners' performance in the workplace and/or in simulated situations, and/or conducting other forms of assessment in accordance with the qualification requirements
- ensuring that assessment of performance by observation is unobtrusive
- judging the evidence and recording assessment decisions against the standards/syllabus
- providing learners with prompt, accurate and constructive feedback
- managing the system of assessment from assessment planning through to making and recording assessment decisions
- assessing evidence of learner competence against the national standards of occupational competence within the qualification
- ensuring validity, authenticity, currency and sufficiency of evidence produced by learners
- maintaining accurate and verifiable learner assessment and achievement records
- confirming that learners have demonstrated competence/knowledge and have completed the required documentation

- agreeing new assessment plans with learners where further evidence is required
- making themselves available for discussion with the Internal Quality Assurer/Qualification Co-ordinator and/or Consultant
- demonstrating commitment to anti-discriminatory practice and equal opportunities
- ensuring that any member of the public (clients/service users) involved in the assessment gives informed consent, especially if there is any risk of intrusion into areas of privacy and/or confidentiality
- ensuring maintenance of confidentiality for sensitive information.

Peripatetic assessor – work based assessment only

Wherever possible, learners will have access to a qualified Assessor who is familiar with the learners' work and their work setting. This is likely to be most fully met by the use of work-based Assessors including those who line manage or supervise the learner.

The involvement of the manager/supervisor as work-based Assessor strengthens the linkage of assessment processes to supervision and performance appraisal as well as the evaluation and development of services.

However, City & Guilds accepts that there is a need for peripatetic assessment in order to provide the best possible access to assessment for learners regardless of their particular circumstances or work settings.

The term 'peripatetic assessment' mainly applies to those situations where the Assessor is not employed in the same workplace as the learner and is not in a line management relationship with the learner.

Peripatetic assessment is most frequently used where:-

- learners work in isolated, very small or dispersed settings
- there are insufficient numbers of qualified Assessors in a learner's workplace
- training agencies place and support learners/trainees in work place settings in order to gain S/NVQs/VQs/QCF qualifications.

The increased take-up, use and influence of S/NVQs/VQs/QCF qualifications that require internal quality assurance has led to a greater use of peripatetic assessment and peripatetic Assessors. In some situations pressure on work-based Assessors, in terms of their own workloads, mean that learners' access to assessment is threatened. In some sectors access to S/NVQs/VQs/QCF qualifications that require internal quality assurance has been wholly dependent on the use of peripatetic assessment or full time Assessors.

It may be necessary for the centre to utilise the services of peripatetic Assessors to carry out assessments. Responsibility for the necessary arrangements, administration and quality control will rest with the centre. When using peripatetic Assessors the same requirements and principles apply as those described for Assessors.

It is the centre's responsibility to ensure that:-

- all assessments meet the requirements set out in the regulations
- learners are afforded facilities and consideration on a par with those available to learners working alongside their Assessors

- learners are not required to take a battery of tests or assessments with the aim of reducing frequency of Assessor visits or to accord with timetables of assessment
- the peripatetic Assessor is well known to the learner, who will identify him/her as a supportive influence closely concerned in their progress and development
- the Assessor is not viewed, with apprehension, as an ‘examiner’ from an outside body but must be someone who makes effective links with colleagues, managers and learners
- learner choice of the order in which elements of competence addressed/assessed will not be overly influenced by the Assessor’s preferred pattern of work or those of the Assessor’s principal employer
- one Assessor judges the summative assessment for a single unit of competence.

In all of these instances the assessment site will have in place effective site agreements and assessment contracts, which ensure that:-

- the learner’s manager or other link person is knowledgeable about S/NVQs/VQs/QCF qualifications that require internal quality assurance and is clear about their own role and that of the peripatetic Assessor
- the learner’s manager, and others who are affected, know about and agree their contribution to the assessment plan
- the manager and/or link person is in a position to support the learner
- the manager and/or link person and learner know how to contact the Assessor between planned appointments.

Many approved centres use peripatetic Assessors to support the work-based Assessors, by giving the former the overall responsibility for the assessment process (planning, reviewing, completion of documentation etc) while requiring work-based Assessors (who hold, or are in the process of achieving, the appropriate Assessor qualifications) to undertake the direct observation of the learners’ performance.

This process may be seen as combining the benefits of both approaches, but is dependent on clear, planned and recorded communication between all those involved.

Invigilator

An invigilator is responsible for the conduct and integrity of all examinations, whether written, online or practical. Please refer to the JCQ Instructions for Conducting Examinations (ICE) document for more information

External roles – Consultants

External Verifier

The External Verifier role covers a wide range of activities, from reviewing and undertaking initial centre and qualification approval visits to carrying out on-going external quality assurance visits (including remote monitoring) providing support and guidance to centres.

Quality Systems Consultant

The Quality Systems Consultant (QSC) is a central component of the quality assurance cycle, and is there to provide on-going support and carry out systems visits to our approved centres.

5 Administration

5.1 General terms

1. Definitions

- 1.1. Defined terms in the General Terms have the same meaning as those in the Glossary to this Centre Guide. In addition, for the purposes of these General Terms:-

Approval Date	means the date of Centre Approval;
Learner Fees	means registration and certification fees payable by a centre to City & Guilds;
Learners	learners who have registered for the Qualifications which are delivered through the centre;
Learner Data	personal data relating to a learner at a centre;
Centre Guide	the booklet issued by City & Guilds entitled “Supporting Customer Excellence Centre Manual” as updated and amended from time to time by City & Guilds;
Confidential Information	any information of either City & Guilds (or its Group Companies) or the centre relating to trade secrets, plans, product information, know-how, financial information or affairs communicated in any form which is marked as confidential or might reasonably be considered to be confidential in nature;
Fees	fees charged by City & Guilds to the Centre, as set out in http://www.cityandguilds.com/43106.html including (1) Learner Fees, (2) Centre Approval Fees, (3) Qualification Approval Fees, (4) consultancy fees and (5) subscription or membership fees as published periodically by City & Guilds;
Financial Year	1 October to 30 September
Group Company	the Institute of Leadership & Management or any company which is a subsidiary of City & Guilds;
Intellectual Property Rights	rights in and to all inventions (whether patentable or not), patents, designs (both registered and unregistered), copyright, database rights, rights in computer software, trade and service marks (both registered and unregistered) and any other intellectual property right or sui generis rights, together with all rights to the grant of and applications for the same and the right to issue proceedings for passing off, and including all similar or analogous rights throughout the world and all future rights of such nature;
Minimum Threshold	£1,000 or such sum notified to the centre at the same time as the annual increase in fees (if any);

Qualification	a City & Guilds qualification for which City & Guilds has approved the Centre;
Satellite	a site associated with an approved centre, and is required to meet the approved centre criteria, A satellite centre is not always an assessment site although it will have an office and staff.

2. The agreement

- 2.1. The agreement between City & Guilds and the centre consists of
- these General Terms;
 - the Centre Manual; and
 - the forms, policies and procedures of City & Guilds including Access to Assessment, Appeals and Complaints and Our Centre Quality Assurance Requirements.
- 2.2. If there is any conflict between the General Terms, the Centre Guide or any forms, policies and procedures of City & Guilds, the conflict shall be resolved in accordance with the following order of precedence:- General Terms, the forms, policies and procedures of City & Guilds and the Centre Guide.
- 2.3. The agreement between City & Guilds and the centre shall start on the Approval Date and shall continue in force until City & Guilds or the centre terminates the relationship in accordance with these General Terms.

3. Obligations of the Centre

- 3.1. The centre shall:-
- comply at all times with City & Guilds' standard policies, procedures and regulations relating to the Centre Approval and Qualification Approval from time to time updated and notified to the Centre including (1) this Centre Guide; (2) the General Regulations on the Conduct of City & Guilds Qualifications; (3) the Regulations for the Conduct of Examinations; (4) the codes of practice of any relevant regulatory authority; and (5) any other documentation specifying procedures and regulations which may be specific to a particular qualification;
 - upon reasonable request, provide to City & Guilds and its Group Companies in a timely manner and at no charge (1) any information City & Guilds ask for in order to check that the centre has complied or is complying with its obligations; and (2) access to the centre's premises;
 - immediately disclose in writing to City & Guilds any conflict of interest which arises or may arise between its status as an approved centre of City & Guilds and any other activities it may undertake;
 - comply at all times with all relevant legislation and directives relevant to its obligations under this agreement;

- **not** hold itself out as in anyway legally entitled to bind City & Guilds or enter into any contractual obligation on behalf of City & Guilds;
- **not** sub-contract to any third party all or any part of its obligations under this agreement except as authorised in writing by City & Guilds provided and in relation to any sub-contract, remain liable at all times to City & Guilds for the acts, errors, or omissions of any such sub-contractor;
- **not** offer, accept or receive or agree to give any person or agree to accept or receive from any person any gift or other consideration, which could act as an inducement or a reward for any act or failure to act connected to the activities of the centre as an approved centre of City & Guilds;
- **not** offer or promote any City & Guilds qualifications for which it has not received Qualification Approval;
- **not** operate a Satellite without the prior written consent of City & Guilds or offer assessment for any City & Guilds qualification other than at the centre. If City & Guilds provides consent under this clause, the centre shall
 - ensure that each Satellite complies with City & Guilds' standard policies, procedures and regulations relating to the Centre Approval and Qualification Approval;
 - actively monitor compliance by the Satellite in accordance with City & Guilds' standard policies, procedures and regulations relating to the Centre Approval and Qualification Approval; and
 - remain primarily liable to City & Guilds for the errors and omissions of any such Satellite;
 - **not** without the prior written approval of City & Guilds offer the qualifications directly or via a Satellite outside the United Kingdom.

3.2. The centre hereby warrants and undertakes to City & Guilds that:-

- it is free to enter into this agreement and is not bound and not aware of any circumstances which would prevent the centre from complying with the terms of Centre Approval;
- all information supplied by the centre for the purposes of Centre Approval and Qualification Approval is genuine and correct;
- it is in compliance with all relevant laws relevant to its status as an approved centre of City & Guilds in the United Kingdom; and

- it shall perform its obligations as a centre approved by City & Guilds with due care, skill and diligence and ensure its personnel shall have the necessary professional capabilities, qualifications, experience, skills and expertise to comply with the centre's obligations under this agreement.
- 3.3 The centre will make good any loss (including loss of reputation) which City & Guilds incurs as a result of any action, failure to act, or negligence on the part of the centre or its Satellites, employees, sub-contractors or agents.

4. Obligations of City & Guilds

- 4.1. City & Guilds shall use its best endeavours to:-
- deal with the centre in accordance with the Customer Charter, Learner Charter and the Centre Guide; and
 - provide reasonable guidance and support to the Centre on the delivery of Qualifications including the administrative, assessment and quality assurance requirements necessary to ensure compliance with the criteria for Centre Approval or Qualification Approval.
- 4.2. If City & Guilds' performance of its obligations under this agreement is prevented or delayed by any act or omission of the centre, its Satellites, agents, sub-contractors or employees, City & Guilds shall not be liable for any costs, charges or losses incurred by the centre that arise directly or indirectly from such prevention or delay.

5. Fees

- 5.1 City & Guilds reserves the right to review the Fees with effect from 1 September each year and shall inform centres in writing of any changes.
- 5.2 The centre shall pay any Centre Approval Fees and Qualification Approval Fees on a non-refundable basis as part of Centre Approval and any Qualification Approval and in advance of any visit arrangements being made or approval being granted.
- 5.3 The centre shall pay all other Fees (except the Centre Approval Fee and the Qualification Approval Fee) in accordance with section 5.6 by direct debit or within 28 days of the date of invoice by cheque, BACS, credit or debit cards or Sterling Bank Draft.
- 5.1. Any and all expenses, costs, and charges incurred by the centre in the performance of its obligations under this agreement shall be paid by the centre unless City & Guilds has expressly agreed beforehand in writing to pay such expenses, costs and charges.
- 5.2. The Fees and any other payments due to City & Guilds exclude any applicable VAT or other applicable sales tax which City & Guilds shall add to its invoices at the appropriate rate.
- 5.3. If the centre fails to make any payment due to City & Guilds under this agreement by the due date for payment, City & Guilds reserves the right to:-

- charge interest on the overdue amount at the rate of 4% per annum above the base rate of the Bank of England. Such interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment;
- withhold the issue of examination papers and certificates; and/ or
- suspend processing of registrations, results and certificates.

and the centre acknowledges that if City & Guilds exercises its rights under this clause, City & Guilds will accept no liability for any loss (whether direct or indirect) incurred by the centre arising therefrom.

- 5.4 After the end of each Financial Year, City & Guilds shall identify those centres where the Learner Fees payable were below the Minimum Threshold for that Financial Year and, if so, City & Guilds reserves the right to charge the centre for quality assurance services in the following Financial Year. City & Guilds shall notify those centres in writing if it intends to charge the centre under this provision. City & Guilds shall not exercise the right to charge a centre for quality assurance services until 2 years after its date of approval as a City & Guilds approved centre.

6. Intellectual Property Rights

- 6.1 The Intellectual Property Rights in and to the Qualifications, City & Guilds existing materials and any other materials provided to the centre by or on behalf of City & Guilds shall at all times remain the property of City & Guilds.

7. Data Protection

- 7.1 In relation to any Learner Data, the centre must:-
- comply with its obligations under the Data Protection Act including the Data Protection Principles;
 - collect the Learner Data that City & Guilds reasonably requires for the purposes of this agreement;
 - inform its Learners in writing of the Learner Data that it collects and the purposes for which it is collected which shall include as a minimum the transfer of the Learner Data for the purposes set out in section 6.1 of the Centre Guide;
 - ensure that the Learner Data is accurate and up-to-date and send to City & Guilds an update at least quarterly (1) if there is any change or correction to any Learner Data previously disclosed to City & Guilds, (2) if there is any refusal of processing of Learner Data by a data subject for any reason;
 - ensure that the Learner Data is used only for the purposes for which it was collected;
 - not disclose the Learner Data to any third party without the consent of the Learner;

- put in place adequate security measures to prevent unauthorised access to the data; and
- at the request of City & Guilds, provide to City & Guilds all necessary information to verify the existence and extent of all such security measures.

8. Confidentiality

8.1. City & Guilds and the centre shall each:-

- keep the Confidential Information of the other confidential;
- use the Confidential Information of the other only as strictly necessary to perform its obligations under this agreement;
- **not** disclose any Confidential Information of the other Party except (1) to its employees, sub-contractors, or professional advisers who need to know such information or (2) as may be required by law, court order or any governmental or regulatory authority; and
- ensure that its employees, sub-contractors, and professional advisers to whom it discloses the other's Confidential Information comply with obligations of confidentiality equivalent to those set out in this clause.

8.2 Upon termination of this agreement (and therefore Centre Approval) for whatever reason the centre shall (1) each return to City & Guilds all Confidential Information, reports, papers (including but not limited to photocopies) and other property or any media belonging to City & Guilds which is in its possession or under its control; and (2) **not** retain any copies of any of the information to be returned to City & Guilds.

9. Limitation of Liability

9.1. Nothing in this agreement limits or excludes the liability of City & Guilds for (1) death or personal injury; (2) fraudulent misrepresentation; or (3) any other liability for which liability may not by law be limited or excluded.

9.2. Subject to clause 9.1, City & Guilds shall not be liable to the centre for (1) loss of profits, business, anticipated savings, goods, or contract; (2) depletion of goodwill and/or similar losses; (3) loss or corruption of data or information; or (4) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

9.3. Subject to clauses 9.1 and 9.2, the total liability of City & Guilds to the centre for any losses, damages, costs, claims, or expenses of any kind arising out of or in connection with this agreement shall not exceed 125% of the Fees paid to City & Guilds in the 12 months immediately preceding the date on which liability arose.

10. Suspension

10.1. City & Guilds may serve written notice to the centre, at its sole discretion, to suspend Centre Approval or any Qualification Approval in relation to the centre itself and/ or one or more of its Satellites for a period of time that City & Guilds deems appropriate:-

- in the circumstances set out in City & Guilds Centre Quality Assurance Requirements; or
- the centre fails to pay any charges when due in accordance with clause 5.2, except where the charges are subject to a bona fide dispute.

10.2. Upon suspension of Centre Approval or Qualifications Approval, City & Guilds may:-

- withhold the issue of or access to assessment materials and certificates; and/ or
- suspend processing of registrations and results.

and the centre acknowledges that if City & Guilds exercises its rights under this clause, City & Guilds will accept no liability for any loss (whether direct or indirect) incurred by the centre arising therefrom.

11. Termination

11.1. City & Guilds and the centre may terminate this agreement (and therefore Centre Approval) for any reason by providing 3 months' written notice to the other.

11.2. City & Guilds may terminate this agreement (and therefore approval as a Centre) immediately on written notice if the centre:-

- is in material or persistent breach of any of the terms of this agreement (including the Code of Conduct or any other policies or procedures notified to the centre) and, if capable of remedy, has failed to remedy the breach within thirty (30) days of receiving a notice requiring it to do so, or a reasonable shorter period specified in the notice;
- ceases or threatens to cease to trade; or becomes bankrupt or makes any arrangement or composition with its creditors; or goes into liquidation; or has a receiver or manager appointed over its business or any of the property or assets of the business;
- undergoes a change of control;
- or its personnel commits or has committed any act of dishonesty or misconduct or engages or has engaged in any misconduct which in the reasonable opinion of City & Guilds brings it into disrepute;
- has been subject to suspension of its status as an approved centre of City & Guilds for more than 3 months;

- has not registered any Learners with City & Guilds for more than 12 months; or
- has had no current Qualification Approvals for more than 3 months.

12. Effects of Termination

- 12.1. Upon termination of this agreement (and therefore Centre Approval) for whatever reason the centre shall:-
- provide to City & Guilds as soon as reasonably practical all information it reasonably requires (including by way of example, names, addresses and contact details for Learners); and
 - deliver to City & Guilds its centre approval certificate and any databases, records and materials created, compiled and/or obtained by the centre in connection with this agreement as requested by City & Guilds within 14 days of the request.
- 12.2. Termination of this agreement (and therefore approval as a Centre) for whatever reason shall be without prejudice to the accrued rights, remedies and obligations of either City & Guilds or the centre.
- 12.3. This clause and clauses 6 to 9 and 16.9 shall survive the termination of this agreement (and therefore approval as a Centre) for whatever reason.

13. Force Majeure

- 13.1. Neither party shall be liable to each other for any delay or non-performance of its obligations under this agreement to the extent that its performance is interrupted or prevented by anything beyond its reasonable control. Such delay or failure shall not be a breach of this agreement and the time for performance shall be extended by a period equivalent to that during which performance is so interrupted or prevented.

14. Notices

- 14.1. Any notices required to be given under this agreement, shall be sent either:-
- by first class post, which shall be deemed to be received the next working day; or
 - by electronic mail, which shall be deemed to be received upon actual transmission, provided that the sender does not receive any indication that the electronic mail message has not been successfully transmitted to and received by the intended recipient.
- 14.2. If deemed receipt is not within business hours (meaning 9:-00 am to 5:-00 pm Monday to Friday on a day that is not a public holiday in the place of receipt), the notice is deemed to have been received when business next starts in the place of receipt.

15. Amendments

- 15.1. City & Guilds may on 30 days' written notice to the centre amend this agreement (including for the avoidance of doubt, the Centre Guide) and, if the centre objects to the proposed amendments, the centre may terminate the agreement on 30 days' written notice to City & Guilds.

16. General

- 16.1. This agreement represents the entire agreement between City & Guilds and the centre in relation to provision of the status of approved centre of City & Guilds and supersedes and invalidates all prior oral and written communications, understandings, representations or warranties (except those made fraudulently) and City & Guilds and the centre warrant to each other that it has not relied on any such communications, understandings, representations or warranties in entering into this agreement.
- 16.2. If any provision of this agreement is found to be invalid, illegal or unenforceable, it shall apply with the minimum modification necessary to make it legal, valid or enforceable and the remainder of this agreement shall not be affected.
- 16.3. Nothing in this agreement shall be construed as establishing or implying any partnership, joint venture, or any relationship of employment or of principal and agent, between City & Guilds or the centre.
- 16.4. The centre shall not be entitled to assign or otherwise transfer or dispose of this agreement or any of its rights, benefits or obligations under it (including its status as a City & Guilds approved centre) in whole or in part without the prior consent of City & Guilds.
- 16.5. City & Guilds shall be entitled to assign or otherwise transfer or dispose of this agreement or any of its rights, benefits or obligations under it in whole or in part to any of its Group Companies.
- 16.6. No failure or delay by either City & Guilds or the centre to exercise any power or right under this agreement shall operate as a waiver of it, nor shall any single or partial exercise of such rights or powers preclude any other or further exercise of the right or power.
- 16.7. Any of the rights or remedies of City & Guilds or the centre under this agreement may at any time be enforced separately or concurrently with any other rights and remedies whether under this agreement or arising by operation of law with the effect that the rights and remedies are cumulative and not exclusive of each other.
- 16.8. A person who is not a party to this agreement shall have no rights to enforce any of its terms.

- 16.9. This agreement is governed by the Law of England and Wales and the non-exclusive jurisdiction of the Courts of England and Wales provided that City & Guilds shall have the exclusive right to waive this provision and to take action against a centre in any jurisdiction.

5.2 Walled Garden

The Walled Garden is a free online interactive administration service. It has been developed especially to enable approved centres to carry out a range of day-to-day functions quickly and efficiently via the internet and it is the preferred method of registering and administering learners as opposed to paper administration. It only requires authorisation from the Head of Centre to set up user accounts.

This unique service has been designed for and used only by approved centres and once you register with the Walled Garden you will benefit from an advanced customer-friendly facility that offers all the secure, efficient services you need - 24 hours a day, seven days a week.

What does the Walled Garden offer?

- The ability to view learner details
- facility to submit registrations
- facility to submit results – City & Guilds
- facility to submit exams
- The ability to order publications
- The ability to view the catalogue for qualification information
- The ability to view financial reports
- The ability to maintain your learner details.

For an online audio and visual demonstration please visit <http://media.cityandguilds.com/tutorial/>

Getting into the Walled Garden

Visit www.walledgarden.com for an application form and click on the link titled ‘**To apply for a Walled Garden account - Click Here**‘

Important! Your unique centre number

For new centres that are going through the process of becoming an approved City & Guilds centre, you will need to have had your first Consultant visit before you can apply for your Walled Garden account. If successful and approved by your Consultant; you will be allocated your six-digit centre reference number which will be found on the certificate and letter sent to you by your local office.

Once you have your permanent six-digit centre reference number you will then be able to proceed to apply for your Walled Garden account (see ‘Getting into the Walled Garden’)

Please check with your local office if you are unsure of anything, they will be more than happy to assist you.

Who can use the Walled Garden?

There are five user profiles:-

Exams

This profile is for people who are responsible for making registrations and claiming results, for example Exams Officers or Academic Registrars. It allows the user to:-

- make online registrations and purchase approved products and services from the Catalogue
- view reports for Orders, Learners/Results, Qualifications and Finance
- upload EDI files using Data Services
- manage learners using the Cohort/Learner management facility.

Financial

This profile is for people responsible for financial information or centre management, for example Finance/Accounts or Principal/Managing Director/Head of Centre. It allows the user to:-

- browse the Catalogue
- view reports for Orders, Learners/Results, Qualifications and Finance.

Education

This profile is for people responsible for the delivery of qualifications or monitoring the delivery of qualifications, for example Assessors, Tutors or Internal Quality Assurers. It allows the user to:-

- browse the Catalogue
- view reports for Learners/Results and Qualifications.

MIS

This profile is for people responsible for managing and maintaining the IT systems of the centre, for example MIS or IT. It allows the user to:-

- browse the Catalogue
- upload EDI files using Data Services
- view reports for Orders.

GOLA Scheduling

This profile is for people who are responsible for scheduling, administering and invigilating GOLA on-line tests, for example Exam Officers, Assessors, Invigilators and Tutors who only assist in the delivery of GOLA. It allows users to:-

- schedule GOLA on-line tests through use of the City & Guilds Shopping Basket
- view reports of GOLA specific Orders and Learners/Results reports.

		Walled Garden Profile				
		Exams	Education	MIS	Finance	GOLA Scheduling
Catalogue/ Shop	Catalogue	✓	✓	✓	✓	✓
	Shopping Basket	✓				✓
	Cohort Management	✓				
	Data Services	✓		✓		
Reports	Orders	✓		✓	✓	✓
	Candidate / Results	✓	✓	✓	✓	✓
	Financial	✓			✓	
	Qualifications	✓	✓	✓	✓	
	LRS	✓	✓	✓		
Smartscreen User Management		✓				

Submitting your application

Post	Fax	Email
Online Services City & Guilds 1 Giltspur Street London EC1A 9DD	+44 (0)20 7294 2413 or +44 (0)20 7294 2405	online@cityandguilds.com (if you are able to scan the document and send as an attachment only)

5.3 Unique Learner Number

All approved centres funded for Further Education and work-based learning in England, Wales and Northern Ireland must register each recorded learner with a Unique Learner Number (ULN).

For more information about how to register your centre and gain access to the Learner Registration Service, phone the Managing Information Across Partners (MIAP) helpdesk on 0845 6022589 or go to:-
www.miap.gov.uk/products/lrs/implementationguide

5.4 Scottish Learner Number

City & Guilds has a duty to ensure that Scottish Learner Numbers are collated and sent to SQA, for those learners being registered and certificated for SVQs. As direct contact with learners is maintained by the centre, the responsibility for collecting and providing us with the Scottish Learner Numbers lies with you.

The ability to supply this information to us is currently available on the online Walled Garden facility at the point of learner registration. As we move towards a complete online service, you are obliged to use the online facility and will, as a matter of course, supply the Scottish Learner Number.

5.5 GOLA/e-volve

Please note as part of our long term goal to improve learner performance and centre efficiency, we are pleased to announce an addition to our technology portfolio with investment in a new e-assessment platform; 'City & Guilds e-volve'.

City & Guilds e-volve will replace GOLA and we will begin a process to migrate all centres to the new platform from Spring 2011.

For further information please visit our dedicated webpages at www.cityandguilds.com/evolve, or for general queries please call 0844 543 0000 or email evolvesupport@cityandguilds.com.

Global online assessment (GOLA) is the flexible testing system from City & Guilds. The system allows on-demand tests with instant feedback in a wide range of subject areas. This system itself is simple to install and administer.

With GOLA, centres can wave goodbye to paper tests and fixed exam days, and substantially reduce administration costs.

GOLA refers to any City & Guilds assessment delivered to a learner by computer, as opposed to the traditional paper-based mode of delivery. The learner completes the examination through interacting with the assessment application on the computer. This method of testing allows the centre to:-

- set tests whenever and wherever they choose
- receive feedback regarding learners' performance within seconds and certificates within days
- reduce administration and paperwork saving both time and money
- not be constrained by June to December exam cycles
- download and deliver tests without the need for a permanent internet connection via a computers on a local area network or single laptops.
- enable individuals to progress in their own time.

For further information about the GOLA system, please visit www.cityandguilds.com/gola or ring the free 24 hour technical support helpline on **0845 241 0070**.

City & Guilds has minimum technical requirements for delivering its computer-based examinations, which relate to the local area network (LAN) file server as well as the invigilator's machine and the learners' machines. These requirements may vary depending on the qualification for which approval is being sought, and are likely to change over time;

please refer to www.cityandguilds.com/gola for more information. A centre's ability to run the GOLA software according to City & Guilds' requirements will constitute, in part, the approval criteria for delivering qualifications involving GOLA. These technical requirements will help to ensure that learners across approved centres not only receive the same test item types, but do so in the same virtual environment.

Assessments for GOLA qualifications can only be delivered by this means. A paper-based equivalent can only be provided under exceptional circumstances (ie learners with particular requirements). In such cases, these learners' scores will be calibrated to match the GOLA tests.

All GOLA tests must be carried out under invigilated examination conditions with regard to the JCQ Instructions for Conducting Examinations (including Health and Safety), with regard to system failure and back-up procedures, security and integrity of learner data, and the Data Protection Act.

The following table is general criteria for qualifications where learners will be assessed either in part or wholly by computer using City & Guilds' GOLA system. These criteria will be applied in conjunction with the centre requirements for electronic assessment records and portfolios.

Criteria	Example of evidence
Centre accepts that an examination designed for delivery by computer can only be delivered by this means, and that a paper-based equivalent can only be provided under exceptional circumstances	Agreement with City & Guilds
Centre can run City & Guilds examination delivery software on available computing resources that meet a minimum specification to be supplied by City & Guilds and which may vary depending on the qualification for which approval is being sought.	Demonstration that the software works on the centre's computers.
Centre has sufficient and appropriately specified computers for examining all learners in one or consecutive examination sessions.	Audit of computing resources that meet required specification.
Centre can receive City & Guilds examination files by a means agreed with City & Guilds (eg floppy disk, CD-ROM, DVD, or download from a secure website)	Agreement on method with City & Guilds.
Centre can train learners in using all relevant aspects of the GOLA software prior to the examination.	Practice sessions scheduled as part of qualification delivery. Learner records indicating that practice was received.

Centre can show that it has IT staff with the appropriate experience and/or qualifications for managing the technical delivery of GOLA examinations and other staff who can invigilate such examinations.

CVs of relevant staff.

Demonstration/mock examination session.

In order to become a testing centre, there are also technical requirements which need to be met.

What elements are required?

- A network or local shared directory

1 GB of disk space on a file server is needed to store downloaded tests and other data. The shared directory can be the same computer which hosts the reception testing software (ESM), or it can be a different machine.

Tests can also be carried out on laptops in a mobile situation. For further information on this type of testing, please visit

www.cityandguilds.com/gola, management and administration section. All tests must be carried out under test conditions.

- Invigilator machine or the reception workstation

This computer is used by the person administering the tests. The Enterprise Site Manager (ESM) software is installed on this PC.

- Learners' machines or the testing workstations

These are the computers used by students to take the tests. The Administrator software is installed on these PCs.

Operating systems

ESM and eAdministrator have been tested and are only supported on the following operating systems:-

- Windows XP
- Windows 2003 Server.

Important note:- If your operating system is not listed it is not supported. If you use Windows Vista or Windows 7 to deliver your tests please be aware that they are not officially supported by our supplier.

Please note that Windows XP has a limited number of concurrent connections, if you use this to host the file share you may not install GOLA on more than 10 PCs in total (this includes ESM). Should you wish to install more than 10 PCs you will require a file server with a copy of Windows Server installed on it.

Invigilator (ESM)/reception workstation:-

ESM has been designed to run on the following minimum specification:-

- Adobe Acrobat Reader 6.0 or greater
- Microsoft Internet Explorer 6.0

- Pentium IV PC with 900 MHZ processor
- 1GB or more disk space available for Promissor Testing Network use (if the PC is to be used as the file server, otherwise a networked file share is required)
- 512 MB RAM
- 10/100 Mbps network interface adapter (**Wireless networks must guarantee 10mbps pr connection during testing**)
- Minimum 128kbp connection to a reliable ISP (Internet Service Provider) broadband recommended.
- Printer for printing score reports
- Full access to TCP traffic on port 80 (HTTP) and 443 (HTTPS) – standard internet ports.
- Please ensure Microsoft IIS is not running on the ESM machine/s.
- If ISA Server is used you may need to install the ISA Firewall Client
- Citrix mainframe or Microsoft Terminal services are not supported.

Note:- If MSXML 6.0 is not already available on your ESM workstation then you will be prompted to install it as part of the ESM installation process.

Test taker workstation (eAdministrator)

The above specifications also apply to eAdministrator (with the exception of Acrobat Reader) plus the following:-

- Microsoft or compatible mouse
- Video adapter capable of displaying at least 16 million colours (24-bit colour) and 1024 x 768 pixels.
- 15” or larger monitor* capable of displaying 16 million colours (24-bit colour) and 1024 x 768 pixels. *Where a laptop is used the screen display size should be 12” or greater and able to display 1024 x 768 pixels.
- Display font size set to Small Fonts (Normal Size 96dpi) prior to testing.
- Sound card with headphones if offering exams that require sound files.
- **Flash Player 10** – mandatory requirement for the delivery of Functional Skills tests from September 2010. To download the latest version of Flash Player click here **http:-
//get.adobe.com/flashplayer/**.

Important note:- Adobe Acrobat is only a requirement for ESM and need not be installed on machines running only eAdministrator. Full local administrator rights are required to install the software on both ESM and eAdministrator workstations.

5.6 Charges and Payments

We clearly set out our fees for approved centres, which can be found by clicking [here](#)

If our fees change, we will notify you and the new information will also be displayed on the website. Our qualification and programme fees are reviewed each year and, unless otherwise notified, changes take effect from 1 September.

Our preferred method of payment is by Direct Debit. It is a simple, convenient way to pay for our services because it is efficient, it keeps costs down and, for you, it has all these benefits:-

- invoices will still be sent to centres but payment will be made automatically by their bank
- a Statement of Account will still be sent to approved centres, at least 10 working days in advance of their account being debited - there will be plenty of time to query an item
- centres are still granted credit facilities - a full month's invoicing included on the Statement of Account will be paid on approximately the 26th of the month following the month of invoicing
- the bank does all the work - centres do not have to write and sign cheques or incur postage
- centres are fully guaranteed against errors - if a mistake ever occurs, their bank will make an immediate refund (see Direct Debit guarantee provided towards the end of this document)
- centres can cancel the instruction at any time by informing us and their bank.

We also accept cheque, BACS, Credit and debit cards and Sterling Bank Draft.

If you have any queries on credit, credit checks, invoice payments, statements or other financial matters Customer Relations can put you in touch with the Finance team.

6 Policies to support delivery and assessment

6.1 Data protection

The Data Protection Act 1998 (**‘Act’**) places obligations on those that control and process information relating to individuals.

As a centre approved to offer City & Guilds qualifications, a centre may need to provide to City & Guilds in relation to its learners for City & Guilds qualifications:-

- information which may identify a living individual (**‘personal data’**)
- information relating to a living individual’s racial or ethnic origin, political opinions, religious beliefs, mental health, sexual life, trade union membership or criminal convictions or proceedings relating to any criminal charges against such individual (**‘sensitive information’**)

The Data Protection notice

When collecting **personal data** from data subjects, centres must ensure that its learners are aware of what will be collected and how it will be used.

This can be done using a data protection notice. However, it is the responsibility of centres to ensure that the notice(s) that they use are at all times accurate and compliant with any relevant data protection laws. City & Guilds may ask centres to provide their data protection notice.

City & Guilds requires that a centre’s data protection notice allows centres to transfer data to City & Guilds and ILM:-

- in relation to personal data for the following purposes:-
 - to undertake administration in relation to the qualification for which the learner is registered including providing to you a certificate on successful completion of the learner’s qualification or specified units of it;
 - to contact learners directly in relation to City & Guilds centre approval or qualification approval and/or quality control purposes undertaken by City & Guilds for the qualifications for which the learner is registered;
 - to inform learners of products or services offered by City & Guilds or ILM;
 - to disclose to its regulators where so required;
 - to disclose to relevant industry bodies where so required by law to;
 - o account for learners where there is a requirement to do so; and

- contact a learner directly if there is a requirement for such bodies and the information is not readily accessible by other means.
- in relation to sensitive personal data, for the following purposes:-
 - to administer requests for reasonable adjustments under the Access of Assessment policy
 - to carry out statistical analysis (on an anonymised basis) which may be carried out by City & Guilds, ILM or selected third parties
 - to monitor (on an anonymised basis) equal opportunities relating to ethnicity or disability or other such monitoring purposes.

Example of Data Protection notice

NB:- This notice is provided by way of illustration only. It does not attempt in any way to act as a substitute for the form of notices which centres will use with employees, agents or learners and does not constitute legal advice. Each group of data subjects will require a different form. Centres must review the following notice with caution and, where necessary, obtain its own advice prior to using data protection notices. In particular the collection of sensitive personal data will require the explicit consent of the data subject.

- We, [centre to complete], are required to comply with the provisions of the Data Protection Act 1998 (the ‘Act’) in relation to how we handle any personal data which we obtain from you. Any personal information gathered will only be used in the context of your studies with us. We may also collect sensitive personal data relating to you but only with your explicit consent in advance.
- We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you. We may also request further information from third parties or shall disclose your details to other selected third parties, such as City & Guilds, ILM or their regulators or industry bodies.
- In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data:-
 - as required by law to any third parties;
 - to City & Guilds or ILM (as appropriate), who may use your personal data to:-
 - undertake administration in relation to the qualification for which you are registered including providing you with a certificate on successful completion of your qualification or specified units of it;

- contact you directly in relation to City & Guilds centre approval or qualifications and/or quality control purposes undertaken by City & Guilds for the qualifications for which the learner is registered;
- inform you of products or services offered by City & Guilds or ILM;
- disclose to City & Guilds' regulators where so required;
- disclose to relevant industry bodies where so required by law
- carry out statistical analysis on an anonymised basis;
- disclose your personal details to third parties for the purposes of providing prizes, remuneration and qualifications for learners
- administer requests for reasonable adjustments under the Access of Assessment policy;
- carry out statistical analysis (on an anonymised basis) which may be carried out by us or selected third parties; and
- to monitor (on an anonymised basis) equal opportunities relating to ethnicity or disability or other such monitoring purposes.

6.2 Complaints, appeals and infringement of rules

We always aim to establish and maintain excellent working relationships with our centres and learners and do everything we can to make sure our customers get the best possible service. However, there are a number of possible situations where disputes may arise that may involve a City & Guilds decision.

Complaints against City & Guilds

Whilst we always try to ensure that City & Guilds staff, local examiners, Assessors and Consultants carry out their duties in a professional and responsible manner there may be exceptional instances when a learner is unhappy with their conduct. Similarly centres may have a complaint about the service that has been provided that they wish to bring to our attention. In these circumstances, the letter of complaint will be addressed to the Customer Relations department.

If a registered learner wishes to complain about a centre-based assessment towards an N/SVQ/VQs/QCF that requires internal quality assurance or other competence-based qualification, or about aspects of their course or centre, they must apply to the centre and complete the centres own process.

If a centre wishes to complain about a Consultant judgement relating to learner evidence, they will in the first instance raise it with the Consultant concerned, and if it remains unresolved, contact their local office.

Complaints against an Approved Centre

Centres are required as a condition of approval to agree and operate a complaints procedure, which learners, Assessors/tutors, Internal Quality Assurers and employers can use in the event that they wish to challenge an appropriate aspect of the centre's operation.

Many centres will adapt existing complaints mechanisms, but for others the establishment of a formal complaints procedure will be a new exercise. The complaints procedure will:-

- identify the person with whom the complaint is lodged
- state the form in which the complaint is made
- incorporate a Complaints Panel (or its equivalent) which is objective and independent
- make clear the times within which complaints may be lodged and must be decided.

Example of procedure

The following arrangements are offered as an example of good practice. If a learner wishes to complain, the complaint is lodged with the centre co-ordinator, within 20 days of the issue arising. The centre co-ordinator:-

- sets a date for the complaint to be considered by the complaints panel
- attempts to find a solution with the individuals concerned
- notifies the Consultant that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaints panel
- the complaints panel meets to consider the complaint within 20 working days of the centre co-ordinator receiving the complaint
- the panel will ensure that it has full accounts from all parties involved in the assessment
- no-one involved in the original assessment will be on the panel.

Centres will provide a system to support those making the complaint. The complaints documentation will be as simple as possible and will preferably include a pre-printed, post-paid initial learner document.

If a learner still does not feel that their complaint has been satisfactorily resolved, they may complain to us at the Customer Relations address. The centre's own complaints procedure must be exhausted before City & Guilds is approached.

Enquiries & Appeals

For more information on Enquiries & Appeals, please refer to the **City & Guilds document Enquiries & Appeals** – policy and procedures

Infringement of examination rules

For more information on infringement of examination rules, please refer to the **JCQ Instructions for Conducting Examinations 10-11** document.

6.3 Access to Assessment - equal opportunities

For more information on Access to Assessment, please refer to the City & Guilds document **Access to assessment and qualifications guidance** relating to learners who are eligible for adjustments in assessment.

6.3.1 Registration of learners and the 10-week rule

Learners must be registered with us for a qualification as soon as possible after enrolment at the centre.

Currently the Walled Garden stops a centre registering and certifying learners within 10 weeks for NVQs on the National Qualifications Framework (NQF) but this rule is not applicable to those qualifications recognised on the Qualifications and Credit Framework (QCF). As with all qualifications City & Guilds will continue to monitor centres to ensure that there is a reasonable period of time between registration and certification of learners.

6.3.2 Ownership of portfolios

Learners often hold their evidence of competence in a folder or file and this is referred to as a 'portfolio of evidence'. A portfolio of evidence is the property of the learner, and remains the property of the learner when s/he leaves the centre. It is good practice that the centre hold back the portfolio until the next sampling activity, however where this is not possible the centre must keep all of the relevant assessment records in place to show the progress of the learner throughout their qualification. Alternatively, the centre could make arrangements with learners to call portfolios back to the centre if they are required for scrutiny by the Consultant.

The actual assessment records are the property of the approved centre and centre staff are accountable for maintaining them. If assessment records are kept together with the evidence of competence in the learner portfolio, it is important that the centre also holds a copy independently. The assessment records expected to be kept for a minimum of three years are:-

- assessment plans, action plans and feedback reports
- learner interview records
- IQA sampling plans, records and feedback reports
- record of achievement/tracking documents.

6.3.3 Lost learner portfolios

Centres are required to maintain assessment records independently of the learner's portfolio. If a learner portfolio does go astray, the Assessor records can be used to confirm the learner's competence. Consultants will advise on how extensively the assessment records can be used and what additional evidence/records will be required.

Evidence that has not been seen/assessed by the Assessor (or where there are no assessment records) will have to be recreated by the learner and re-submitted for assessment. This situation can arise if learners are collecting considerable amounts of evidence without reference to their Assessor or if Assessors are not assessing learner evidence frequently. Using witness and Assessor statements, as well as documented learner responses to in depth question and answer sessions, it may be possible to recreate the learner portfolio.

There must also be a written statement by the Assessor or Internal Quality Assurer detailing the circumstances of the loss of the original portfolio of evidence.

For a partially completed portfolio which has not been seen/assessed by the Assessor, a learner would be required to recreate some of the evidence that was lost, but with less detail. For example, providing only one piece of evidence when three are required and had been presented by the learner previously.

A portfolio recreated because evidence has been lost must be internally quality assured. Records of internal quality assurance must be included as part of the assessment record for the learner. It is important that centres keep their own learner assessment records independently of a new portfolio.

The Consultant will interview the learner who has recreated their portfolio, to confirm learner competence. The centre may be charged a fee for any additional work undertaken by the Consultant.

6.3.4 Centre staff or registered invigilators sitting exams/registered for a City & Guilds qualification

Any member of staff at a centre or a registered invigilator who wishes to sit an examination will need to write to the Regulatory Policy & Audit Department at City & Guilds to obtain permission.

If a member of staff who is part of the assessment and internal quality assurance team at the centre is registered for an N/SVQ/VQ/QCF qualification, centres must inform their Consultant.

6.3.5 Learners transferring to another centre

When learners transfer from one centre to another all assessment records must be transferred with learners to their new centre. The new centre must check registration details of learners that have been transferred.

Centres must inform their local office if they have learners who have transferred from another centre.

6.3.6 Documents and records the centre will hold

Centres need to consider carefully the records and documents that they need to hold. Three categories have been identified:- Regulatory documents, City & Guilds documents and centre documents and records.

Regulatory documents

- The NVQ Code of Practice (2006)
- The QCF regulatory arrangements (2008)
- SQA Approved Centre Criteria (2007).

City & Guilds documents

Centres will hold indefinitely copies of the following documentation for reference to policy, practice and requirements:-

- Our Quality Assurance Requirements
- Supporting Customer Excellence Centre Manual
- Approval documentation
- JCQ Instructions for Conducting Examinations
- Consultant reports/visit planners/action plans
- Learner registration and certification records
- Access to Assessment and Qualifications
- Directory pages/catalogue
- Subject specific updates and guidance
- QCA Key skills qualifications standards and guidance.

Centre documents and records (must be held for a minimum of three years)

- learner centre enrolment records
- learner database (manual or electronic) to include
 - learner name
 - date of birth
 - unique learner number (when this is established)
 - particular assessment requirements
 - contact address
 - workplace
 - Assessor(s) name
 - Internal Quality Assurer's name
 - date of registration
 - learner enrolment number
 - qualification title and level
 - progress records, including unit accreditation and qualification completion dates
- learner examination papers (internally marked)
- evidence of the arrangements for the conduct of examinations (including on-line examinations).

Centre staff details

- Assessor/Internal Quality Assurer vocational competence and continuing professional development (CPD) records (brief CVs showing how staff satisfy assessment strategy requirements)

- Assessor/Internal Quality Assurer D/A/V/TAQA unit achievements (originals or Consultant endorsed copies of certificates) - where D unit certificates are shown, there must be evidence of updating to A or V units
- monitoring records of Assessor/Internal Quality Assurer progress towards D/A/V/TAQA unit achievement
- records of agreements with organisations participating with the centre
- national occupational standards
- assessment strategies
- Health & Safety policy
- Equal Opportunities policy.

Learner assessment records that the centre must hold for a minimum of three years as required for regulatory compliance purposes include:-

- who assessed what and when
- the assessment decision
- the assessment methods used for each unit/component
- the location of the supporting evidence.

Internally marked learner examination papers, together with evidence of the arrangements for the conduct of examinations (including on-line examinations) must be kept for at least three months. Centres must also retain/have access to learner portfolios at least until the Consultant visit has taken place following certification.

The quality assurance records and associated documentation that the centre must hold for a minimum of three years, as required for regulatory compliance purposes, include records of internal quality assurance activity detailing

- who internally quality assured what and when
- details of the sample selected and its rationale
- Internal Quality Assurer standardisation meetings
- Assessor support meetings
- Assessor and Internal Quality Assurer competence and the monitoring of Assessor/Internal Quality Assurer progress towards achievement of required qualifications.

6.3.7 Electronic assessment records and portfolios

Traditionally, centre assessment records and learner portfolios holding evidence of competence were paper-based.

Electronic assessment records and e-portfolios are now being used to support the assessment and associated quality assurance record keeping, as well as the collation of learner evidence.

The following points provide helpful information if a centre is considering using e-portfolios and electronic record keeping.

Assessment tracking systems and audit trails

There must be a clear assessment tracking system that enables an audit trail of the assessment and internal quality assurance process. It will be made clear who is allowed access for the purpose of tracking learner progress, eg named Assessors, Internal Quality Assurer(s), Consultant(s).

Monitoring learners' progress

The system must provide for instant achievement summaries, as well as audit trails of learner, Assessor, Internal Quality Assurer and Consultant activity on the system. There will be facilities to enable the Assessor, Internal Quality Assurer and Consultant to input comments on the learner's progress and achievements to date.

Retention of assessment records and learner evidence

As with traditional paper-based records, these must be kept in accordance with the regulatory requirements. For example, learner assessment records must be kept for a minimum of three years. Records must also be kept in accordance with the Data Protection Act 1998.

System failure

Suitable arrangements for the archiving and backup of records must be in place in case of system failure.

Ownership of the e-portfolio and electronic records

It needs to be made clear who is responsible for, and who owns, the e-portfolio and electronic records. The content of the e-portfolio remains the property of the learner, but it is the responsibility of the centre to ensure that the e-portfolio and associated assessment records are available for viewing by the Consultant until the Consultant visit has taken place following certification.

Security systems

There will be a security system to prevent the changing of records and evidence by unauthorised people. There must be measures in place to ensure that evidence and assessment decisions are authentic. Only authorised personnel will have access to assessment records and learner evidence (see assessment tracking systems and audit trails above), with access available only through the use of unique user passwords.

Accessibility of the system

In addition to learners, Assessors and Internal Quality Assurers having access to the system, Consultants must have access to be able to confirm the audit trail and, if required, access the system remotely. It is important that the centre's system is fast enough to accommodate this activity within the identified timescale. City & Guilds will also require access to the system for compliance purposes and in case of queries.

Cross-referencing evidence

The system will enable evidence to be cross-referenced to the standards, across and within units.

System usability

The system must be user-friendly for all system users, to allow such things as learners' paper evidence to be electronically added to the system via scanning or keyboard entry to the relevant units of the qualification, and video evidence, picture or scanned images, to be easily transferred. Tools that can be incorporated into the system will also be considered, such as sign-posting learners to useful documents or guidance.

System training

Centres must train new learners, Assessors and Internal Quality Assurers on the use of maintaining electronic assessment records and e-portfolios, and may consider the use of setting up an in-house technical support team. They also need to be aware that since the Consultant needs access to the records held on the system, the centre will have to familiarise him/her with the workings of the system, or ensure that all information requested by the Consultant is provided.

Learning Assistant

City & Guilds has now acquired an e-portfolio company, Learning Assistant, and some of the benefits include:-

Benefits for learners

- More flexible learning - they can study when and where they want.
- Enhanced engagement – ability to track their progress, plus new methods of evidence capture. For example, images can be captured in the workplace via mobile phones and saved to their on-line portfolio.
- Greater interaction - increased opportunities to communicate with assessors.

Benefits for centres

- Increased efficiency - dramatically reduces paperwork and administration by simplifying workflows for Assessors and Internal Quality Assurers.
- Greater control and interaction – from total visibility and access to learners' e-portfolios.
- Faster learner completion rates - Centres using **Learning Assistant** have found that learners complete up to 40% faster therefore saving centres time and money.

For more information please contact the dedicated helpline on 0845 680 6686 or enquiries@learningassistant.com

City & Guilds also endorse other e-portfolios, and for more information please visit the City & Guilds website.

6.3.8 Electronic signatures

Centres must ensure authenticity can be proved and security maintained via password protection when using email to pass on records. The Internal Quality Assurer and Consultant will be checking the authenticity of any electronic signatures as part of their sampling activities.

6.3.9 Recording learner responses to Assessor questions

Assessors may ask questions of a learner to confirm learner competence against S/NVQs/VQs/QCF qualifications. Some assessment strategies, as set out in the relevant qualifications documents, require the Assessor to ask the learner questions and consequently make a judgement based on the learner's responses. The Assessor must generate and retain sufficient information to recall and justify their judgement at a later date.

The records may include:-

- oral questions written out with the learner's answers. This would be 'signed off' by the Assessor and learner and stored in the learner's portfolio
- the learner's marked written script to a set test, stored in the learner's portfolio
- a statement from the Assessor saying 'clarified by response to questions', where only a few questions were asked orally to confirm competence. This statement must be 'signed off' by the Assessor and learner and the record stored in the learner's portfolio
- a digital recording of the questions and answers.

6.4 Signing & dating evidence

All written or word processed records eg observation, witness testimonies, learner explanations, assignments and copies of original certificates, must be signed and dated by the Assessor and learner to confirm their authenticity.

6.4.1 Assessment of learners not registered with City & Guilds

The practice of learners being assessed before being registered with an awarding organisation, is not allowed unless agreed by the City & Guilds local office. However, the evidence generated before the learner is registered can contribute to the learner's evidence of competence.

Any evidence gained prior to the assessment planning carried out by the centre and before registration, must be considered as recognition of prior learning (RPL) evidence and treated as such by the Assessor.

If a learner is on an assessment programme with a centre working towards a qualification, but is not registered with City & Guilds, City & Guilds will not have a responsibility for the learner. The Consultant will not be required to externally quality assure the learner's evidence. This may disadvantage the learner who could be misled into thinking that City & Guilds has some responsibility for them.

Once the learner is registered with City & Guilds, the centre's quality assurance regime, ie the assessment and internal quality assurance procedures, will need to ensure that the learner's evidence is valid, authentic and sufficient before it can contribute as evidence towards the qualification for units or the full qualification. City & Guilds Consultants would quality assure the learner's evidence in the normal manner.

6.4.2 Conflicts of interest:- assessment of relatives

In some centres, especially centres with few staff, family members may work together and may be in a position to assess and/or internally quality assure one another.

This is not allowed unless agreed with your local office. If this is agreed then it will form part of a centre activity.

6.4.3 Recognition of Prior Learning

Any evidence gained prior to the date of learner registration and assessment planning must be considered as RPL evidence and treated as such by the Assessor.

It is not possible to give a categorical answer to the question of currency of RPL evidence because the rules of evidence apply to RPL as well as all other evidence types, ie if the evidence provides proof of the learner's competence then it is acceptable.

However, given the considerable changes in theory and practice within all occupational sectors it is vital that the issue of currency of RPL evidence is clearly established by the Assessor. Assessors must record how they have checked the retention of knowledge and skills presented through RPL evidence. It will be noted that some Standard Setting Bodies have definitive rules for RPL that will be documented in the assessment guidance for the qualification.

Centres considering the use of such evidence will seek advice from their Consultant to ensure that the issue of currency is addressed.

6.4.4 Professional discussion

A professional discussion is:-

- a structured interview which explores key aspects of the learner's understanding of practice or procedures allowing the opportunity to gather evidence of competence
- a conversation rather than a question and answer session
- part of the assessment plan and agreed in advance with the learner.

Professional discussions are used to:-

- confirm the authenticity of witness statements
- cover unusual or rarely occurring situations or scenarios
- cover restricted or confidential settings.

The purpose of a professional discussion should be to confirm a learner understands procedures or practice, enabling a learner to provide confirmation of competence.

The specific areas of activity to be explored must be clearly identified and agreed in advance, as must the methods by which the discussion will be conducted. This could be via a presentation followed by 'what if' questioning to cover contingencies or the use of scenarios to explore practice (or other forms of mutually agreed processes).

The purpose of the discussion is to assess the competence of the individual and to be certain that they have a firm understanding of principles which support practice. The questioning will normally focus on the reasons for selecting specific actions, the alternatives considered and any factors taken into account.

The evidence requirements for A&V/TAQA units clearly state which aspects of competence are to be covered by professional discussion and these must form the basis of the exchange.

It is recommended that the outcomes of the professional discussion are captured by means of audio/videotape, written summaries and evidence of structured questioning eg question checklist or structured interview schedule. If an audio/videotape is used, the recording must be of good quality.

6.4.5 Learner progression reviews

Centres are required to provide learners with regular opportunities to review their progress and goals and to revise their assessment plans accordingly.

Such reviews enable centres to monitor equal opportunities and access issues. In particular centre staff will check that the learners:-

- know which qualification they are working towards, and have a copy of the standards
- understand the assessment process
- know what progress they have made towards achievement
- are aware of the option for unit certification
- understand their role in evidence generation, collection and cross-referencing
- have confidence in their Assessor
- understand the appeals process
- have met current learning needs.

The Internal Quality Assurer/Qualification Co-ordinator will check that a record of the review is kept.

6.4.6 Video evidence

Video evidence may be accepted by City & Guilds as a means of recording learner evidence in most City & Guilds qualifications. It can be used to broadcast live learner performance for direct observation by a remote Assessor, to record evidence for assessment at a later time or simply as an assessment record of observed performance. However, even where video evidence is acceptable for the qualification, centres must check the relevant qualification requirements before using it, as this method is not suitable for all units. Centres must consult their Consultant if they are uncertain about the use of video as a method of providing evidence of assessment.

All learners using video evidence must have access to an Assessor who will be able to plan, review and provide feedback on the evidence presented, and identify other assessment opportunities that may exist. In any case where video is used the Assessor must be able to show that the evidence requirements are met in full for each assessment decision. A copy of the original, unedited video must be retained for internal and external quality assurance purposes and the video will be indexed to ensure ease of access for assessment and quality assurance. Centres must ensure that the permission of all participants in the video is obtained.

Where video is used for direct observation by a remote Assessor the following additional minimum requirements must be met:-

- The Assessor must be able to communicate easily and confidentially with the learner in real time to ensure effective planning, questioning and feedback
- The video image and sound must be of sufficient quality for an Assessor or Internal Quality Assurer to make a valid judgement. This includes ensuring that the level of detail required by the qualification is clearly evident and that the learner's performance is original and not influenced by others in their remote location.

6.4.7 Assessment and quality assurance using the medium of Braille

Where Braille is used as the medium to present documentary evidence as part of a portfolio of evidence for an S/NVQs/VQs/QCF qualifications that require internal quality assurance, the Consultant must have confidence in the assessment and quality assurance process implemented by the centre.

The role of the Assessor, Internal Quality Assurer/Qualification Co-ordinator, and the Consultant is not affected. However, there needs to be a mechanism in place to confirm that the quality assurance requirements are as rigorous for learners with visual impairments as they are for all other learners.

If the Internal Quality Assurer/Qualification Co-ordinator or Consultant is not able to read/translate Braille, it is the centre's responsibility to ensure that an appropriately qualified person is made available to translate for the Internal Quality Assurer/Qualification Co-ordinator and/or Consultant. This person will need to demonstrate a proven level of competence in the translation of Braille in reading and writing to Grade II.

6.4.8 Hearing impaired learner evidence and the production of evidence

City & Guilds may allow assessment in British Sign Language (BSL). Hearing-impaired learners who present their own written work will have the content of their work assessed, not their standard of English, unless they are being assessed for English or literacy skills, or the quality of English is stipulated in the standards or qualification criteria. A learner will not be penalised for the quality of English if s/he can demonstrate competence in order to obtain the unit/qualification.

Where the learner produces written material, either by hand or by computer, a transcript of the whole or part may be prepared if all or part of the material cannot be easily read. Alternatively, oral questioning of the learner can be undertaken.

The provision of support personnel and application for extra time for learners with hearing impairments is the responsibility of the centre to provide and obtain. It is also the centre's responsibility to ensure authenticity of a learner's work and to ensure that any special assessment arrangements do not give unfair advantage over other learners.

Written materials will only be requested where it is a requirement of the standards or qualification criteria. Evidence other than written will be considered at all times, for example, witness testimony, questioning or the use of audio and visual devices.

6.4.9 Assessments in a language other than English, Welsh and Irish (Gaeilge)

City & Guilds may allow assessment in a language other than English, Welsh or Irish (Gaeilge) provided that:-

- the assessment is comparable to that offered in English, Welsh or Irish (Gaeilge)
- in qualifications designed for the workplace, lack of proficiency in English, Welsh or Irish (Gaeilge) does not prevent the learner from properly carrying out the role that is supported by the qualification

We realise that learners may ask to take assessments in their own language.

In the UK, where assessments are carried out in a language other than English, Welsh or Irish (Gaeilge) you must provide clear evidence that the learner is also competent in English, Welsh or Irish (Gaeilge) to the required standard.

6.5 Working with unqualified Assessors

When quality assuring S/NVQs/VQs/QCF qualifications that require internal quality assurance, Internal Quality Assurers and Consultants must ensure that

- every Assessor not holding the Assessor units is registered for, and has an action plan to complete, A1/A2/TAQA within the required timescales of starting their role as Assessor as specified by the Standard Setting Body
- assessment decisions of unqualified Assessors are checked, authenticated and countersigned by an Assessor/Internal Quality Assurer who has the appropriate Assessor qualifications and relevant occupational expertise as specified by the Standard Setting Body.

6.5.1 The roles and responsibilities of Assessors when assessing A1/A2/TAQA learners

Assessors countersigning Assessor-learners must have the appropriate Assessor qualifications and relevant occupational expertise as specified by the Standard Setting Body.

Primary and independent Assessors need not be occupationally competent in the N/SVQ/VQs/QCF that require internal quality assurance being assessed by the Assessor-learner, but must be qualified with D/A/TAQA units and have the occupational competence as detailed in the assessment strategy for Learning and Development and the additional guidance for assessment and quality assurance.

6.5.2 Checking centre team achievements of required qualifications

Centres and Consultants must check that all staff involved with the assessment of learners have the appropriate Assessor qualifications and relevant occupational expertise as specified by the Standard Setting Body. Centres must allow access to original or endorsed D/A or V/TAQA unit certificates of their staff, for Consultants to endorse by writing and signing their name, and printing their sector, local office and date on the photocopy in green ink.

6.5.3 Internal quality assurance and vocational qualifications

Centres must have appropriately qualified internal quality assurance staff in order to deliver S/NVQ/QCF and/or other vocational qualifications. For S/NVQs/VQs/QCF qualifications that require internal quality assurance, there are A and V/TAQA unit standards that provide a framework for the quality assurance of the assessment process. These standards can be used to help develop quality assurance systems for both S/NVQs/VQs/QCF qualifications that require internal quality assurance and other vocational qualifications.

Key responsibilities of those with the internal quality assurance role are

- planning, tracking and internally quality assuring assessment
- managing the quality of the assessment delivery, including standardising assessment practice
- supplying Assessors with up-to-date information, advice and support
- monitoring Assessors' continuing professional development.

In vocational qualifications, internal quality assurance staff are often called Qualification Co-ordinators; in S/NVQs/VQs/QCF qualifications that require internal quality assurance they are called Internal Quality Assurers. The only significant differences between the two roles are the name and the requirement that an Internal Quality Assurer holds D34/V1/TAQA and is working to the V1/TAQA standards, or is working towards their V1/TAQA certificate.

6.5.4 Assessor progression reviews

It is considered good practice for Internal Quality Assurers/Qualification Co-ordinators to regularly review Assessor performance. It is important that these reviews generate constructive feedback - including praise - that can be given to enable the Assessor to develop. The discussion will be held in private and under no circumstances relayed to the learner or other Assessors. The Internal Quality Assurer/Qualification Co-ordinator will keep a record of this feedback and ensure that it forms part of the Assessor's individual development plan. This would be a confidential record.

6.5.5 Observation of assessment

The assessment of performance is not the only aspect of assessment which Consultants can choose to observe. Oral or written questioning, role play (if appropriate), documentary evidence, witness testimonies, assessment planning, feedback, or action planning are also part of the assessment process. It is important that the sampling of these is also planned by both Internal Quality Assurers and Consultants.

Clearly, Internal Quality Assurers and Consultants observing assessments are required to avoid being intrusive and not compromise the privacy of individuals.

6.5.6 Showing that evidence is authentic and has been assessed and internally quality assured

Assessors and learners must provide a written declaration that learner evidence is authentic and that assessment took place under the conditions or context set out in the assessment specification. This declaration must be signed for each unit.

City & Guilds provides exemplar forms in the *N/SVQ guide for centres and learners – Recording forms* which show how this can be managed.

Form N/SVQ 11 – Unit assessment and quality assurance declaration includes an appropriate statement for this purpose.

There are separate requirements for authenticating electronically produced evidence in Key Skills. Please see the QCA document *Key skills qualifications standards and guidance* for further information.

6.5.7 Internal Quality Assurer sampling of centre activity

A written quality assurance strategy helps to ensure that internal quality assurance procedures:-

- provide accuracy and consistency between Assessors in the use and interpretation of national occupational standards
- are efficient and cost effective.

The strategy must describe the aims of quality assurance and internal quality assurance and how it will be implemented and reviewed. It must cover arrangements for:-

- selection, recruitment and induction of Assessors and Internal Quality Assurers
- continuing professional development
- design and development of administration systems for registration, results and certification
- design and development of assessment and quality assurance systems/documentation
- sampling and monitoring of assessment/internal quality assurance practice
- strategic planning and implementation of standardisation activities
- performance outcomes for quality assurance and internal quality assurance.

It must be communicated to all relevant stakeholders in the centre, and shared with City & Guilds and its Consultant. Without such a strategy, there is a risk of:-

- lack of standardisation across the centre
- Assessors not receiving timely support
- learners being reassessed by the Internal Quality Assurer
- no clear end to the assessment process
- poor assessment practice going unnoticed
- inappropriate Assessor practice
- unequal learner access to assessment
- over/under-evidencing by learners
- problem units not being addressed
- ‘end loaded’ sampling ie once the learner has completed
- fixed date sampling (regardless of throughput)
- flat rate (percentage) sampling (regardless of circumstances)

- second assessing
- unsatisfactory/inadequate records/reports.

Centres must produce to the Consultant on request the quality assurance strategy and will want to see it in practice. The Consultant will want to observe the assessment process and in particular the interaction between the Internal Quality Assurer and Assessor, as well as seeing learners, reviewing learner portfolios and/or external assignments, examining assessment decisions and confirming that correct records are maintained.

With regard to sampling, all models of internal quality assurance sampling plans must ensure that over time all Assessors, all assessment methods and all learners units are included in the sample. Best practice is that the Internal Quality Assurer achieves this by thorough planning which must at least in part include observing learner assessments.

Many factors need to be considered when working on a sampling strategy and preparing a sampling plan. Devising a plan that takes account of these factors will help to ensure assessment within the centre satisfies national standards and meets awarding organisation requirements.

The acronym CAMERA was created as a check for essential factors. The following table outlines these:-

	Factors	Need to consider
C	Candidates	Ethnic origin, age, gender, particular requirements and any other relevant feature of the learner population
A	Assessors	Experience and qualifications, workload, caseload, occupational experience, CPD. Evidence of countersigning Assessors working towards A1/A2/TAQA
M	Methods of assessment	Questioning, observation, testimony, professional discussion, RPL, use of simulation, product evidence, assignments, projects and tests
E	Evidence	Written confirmation that the evidence is valid, authentic, current and sufficient, problem areas, special requirements
R	Records	Reports from Assessors, correct assessment practices, internal quality assurance records, learner portfolios and files
A	Assessment locations	Workplace assessments, college and off the job training, other assessment locations

The most important aspect of making a representative sample is ensuring that there is an example of an assessment decision that has occurred for each of the factors listed above.

It is critical to plan the internal quality assurance sample and record it and any changes following a review of the plan. Internal quality assurance samples cannot be random.

Planning must take each of the factors above into consideration and will, for efficiency's sake, be the smallest sample size possible to cover each of the factors.

The intensity of sampling in each of the areas will reflect the Internal Quality Assurer's confidence in assessment practice. New Assessors and new sites, for example, will be sampled intensively, whereas well established staff can be sampled more lightly. Likewise, where new qualification standards are introduced Internal Quality Assurers will sample more until they are confident in the Assessors' decisions.

In summary, it is recommended that:-

- Internal quality assurance will be planned to occur throughout the assessment process, it is not something that will be left until the end of the assessment process
- Internal quality assurance sampling cannot be random, it must be planned
- CAMERA can be used as a checklist in planning and reviewing the implementation of an internal quality assurance sampling strategy
- a record of the sampling strategy used, and why it was chosen, is kept and monitored to determine the effectiveness of the strategy
- a flexible approach to sampling is adopted recognising that Internal Quality Assurers, in a centre where the assessment process has matured, will sample more lightly covering all Assessors, assessment sites and types of evidence over a period of time
- Consultants will check the centre's internal quality assurance sampling and plan to sample all Assessors and assessment sites over a period of time.

6.5.8 Internally quality assuring Assessor questions

In established centres, Internal Quality Assurers can lighten the burden on Assessors by rotating the focus on questioning round their team. Assessors can take it in turn to have their questioning internally quality assured, and prepare for it by logging questions and answers for a period given by the Internal Quality Assurer.

In circumstances where the quality assurance arrangements are less established, the Internal Quality Assurer will want to have greater confidence in Assessors' decisions by seeing each Assessor's oral questions written out with the learner's answers. Internal Quality Assurers working with experienced Assessors will be more willing to accept statements from the Assessor such as 'clarified by response to questions'.

6.5.9 Consultant access to evidence

It is an important aspect of any Consultant visit to sample the centre's assessment provision. This will be outlined in the visit planning process. If this is not made possible, City & Guilds would be unable to confirm that the policies and practice of the centre are continuing to be appropriately implemented.

In this case, it may be necessary to withdraw the centre's ability to claim certificates until a full and satisfactory Consultant visit has taken place.

6.6 Consultant sampling of centre activity

The purpose of sampling centre activity is to minimise the risk of invalid certification. To achieve this, the Consultant will monitor the activity of all involved in the assessment and internal quality assurance process.

Consultants must try to sample as many learners as possible. They will not attempt to re-assess evidence, but to validate it against the national occupational standards to ensure the right level of coverage. To achieve this, Consultants will include the following in their sampling strategy:-

- Internal Quality Assurer decisions. Are they valid? Are they consistent?
- Assessor decisions. Are they checked? Are they consistent?
- Assessment locations. Are they checked? How many? Where?
- Assessment methods. Is a range of methods used? Are they valid?
- Assessment records. Are they up-to-date and accurate?
- Learner interviews. Do learners feel they are involved in assessment planning? Are they treated fairly?
- Assessor interviews. How do Assessors contribute to the quality assurance process?
- Internal Quality Assurer interviews. How does the Internal Quality Assurer quality assure the assessment process?

Quality assurance practice must be the focus of all Consultant monitoring to confirm that sound assessment decisions are being made. If not, the centre's quality assurance process should be identifying this. There must be effective measures in place to address any shortfall in assessment. All assessment decisions must satisfy the VAS rule – that the evidence is Valid, Authentic, and Sufficient.

A Consultant's sampling strategy will detail the monitoring of the Quality Assurance Co-ordinator, Internal Quality Assurers, Assessors and learners.

For some qualifications it is impractical to sample every assessment location especially when learners are employed in industry and there may be 100 learners each located within a different workplace. Information received from the centre to compile the visit planner must include full details of all assessment sites. This will enable the Consultant to choose a cross section of assessment locations. The Internal Quality Assurer sampling plan will inform the Consultant which assessment locations have recently been subject to internal sampling. This will help to identify any potential risk or areas that have not been sampled.

The information the Consultant receives to compile the visit planner will identify the start date of learners, this will inform whom to sample. The Consultant will ensure that their sample takes into account learners at the various points of completion of their qualification. The traffic report, which is a report provided to the Consultants by City & Guilds,

identifying completed learners and the length of time they have been registered, is a useful tool to aid the sampling process.

Questions to ask:-

- Does the centre have a Quality Assurance Co-ordinator in place?
- How many Internal Quality Assurers are in the team?
- How many Assessors?
- What is the status of these Internal Quality Assurers/Assessors; are they qualified or working towards their Assessor and Internal Quality Assurer qualifications?
- Are there any issues around occupational competence?
- Does the centre demonstrate compliance with the relevant assessment strategy(ies)?
- Does the centre have a sound continuing professional development policy and practice in place that is being effectively managed?
- What is the geographical area involved?
- Does the centre keep in touch between visits by sending copies of notes of Internal Quality Assurer meetings/standardisation events?
- Does the centre inform City & Guilds and Consultant(s) of change via a Centre Update?

Internal Quality Assurers must include in their sample each Assessor, assessment site, type of evidence, learner, N/SVQ/VQs/QCF that require internal quality assurance level and unit. Consultants will initially focus on these first two factors.

A Consultant's choice of sample is therefore dictated by:-

- information about the centre - reports on learner registrations and certification, previous Consultant visit reports, remote monitoring reports, evidence of team briefings
- confidence in sources of information/trust - information received from the centre staff cannot all be internally quality assured, but may include useful information on the experience of staff, attributes of learners, or resources available in work placements
- particular emphasis on Assessors/IQAs working towards Assessor and IQA qualifications with evidence of countersigning taking place
- Internal quality assurance sampling plans - checking for possible loopholes in the sampling plan
- personal observation - walking round the centre often highlights areas that may need a closer look, for instance equipment used may be out of date and precludes identifying evidence against particular parts of the standards
- prior knowledge - this is a part of the Consultant's professionalism and will include knowledge of particular parts of the standards that give problems, and the assessment environments that compound the problems

- newness of the qualifications - checking that there is a comprehensive understanding of the national occupational standards, the assessment strategy and the common evidence requirements.

Where no knowledge is available to help a Consultant choose particular items in their sample, as may be the case where there are many learners in an identical assessment environment, the sample must be taken entirely at random.

In a Consultant's favour is the flexibility to be able to follow up information received during a visit. If a situation or piece of evidence is unclear, more time can be devoted to it.

A Consultant's sampling process is continuous. Whenever they contact a centre they are, in effect, sampling some part of the assessment process. Over time, they will ensure that they look at all aspects of the qualification delivery in the centre.

Some centres operate across the UK. This type of centre and its activity can be complex. In these situations it is even more important to ensure that the sampling strategy takes this into account.

7 Glossary

When we say...	it means...
Approval (centre)	A process through which an organisation wishing to offer particular qualifications is confirmed as being a centre and able to maintain the required quality and consistency of assessment
Assessment	The process through which evidence of learners' attainments is evaluated against agreed criteria to provide the evidence for a qualification
Assessor	A person appointed by the centre responsible for the initial judgement of learner performance against defined standards expressed as assessment criteria or mark schemes
Awarding Organisation	An organisation such as City & Guilds that offers recognised qualifications. Its main functions are the design and development of qualifications and the operation of assessment and quality assurance systems to support the qualifications. An awarding organisation issues certificates or certificates of unit credit to learners achieving the requirements of a qualification
Centre	An organisation (such as a school, college, training provider or workplace) accountable to an awarding organisation for the assessment arrangements leading to a qualification
Consultant	A person appointed by City & Guilds to support, monitor and

	assure the assessment process
External Quality Assurance	Quality assurance procedure to monitor locally based (devolved) assessment (S/NVQs/VQs/QCF qualifications). External quality assurance includes inspection of procedures and sampling of assessments by the centre and by a City & Guilds Group Consultant
Internal Quality Assurer	The person appointed by the centre to co-ordinate the assessment process internally
National Occupational Standards	Standards of occupational competence developed by a Standards Setting Body (SSB) and approved by the regulatory authorities
Qualification	A certificate of achievement or competence specifying awarding organisation, qualification title, credit (if appropriate) and level
Quality Co-ordinator	A person appointed from your local office, who is your single point of contact for all matters related to approvals and external quality assurance
Regulatory authority	An organisation designated to establish national standards for qualifications and to secure consistent compliance with them, such as Ofqual, SQA, DCELLS and CCEA
Standards	Generally refer to competence statements and specifications. Standards are a short expression for standards of competence which are developed by a Standards Setting Body (SSB). These define what an individual working in an occupational area is expected to be able to do. They are further specified in terms of performance criteria, range and their corresponding underpinning skills and knowledge

Appendix 1 Centre approval criteria

Organisations not already approved to offer City & Guilds qualification(s) must apply for centre and qualification approval at the same time. The following requirements form the **Centre Approval Criteria** and need to be met to gain approval:-

Criteria	Sources of evidence	City & Guilds Centre Approval Application Reference
a) The centre has a single named centre contact for quality assurance	<ul style="list-style-type: none"> Documented named point of accountability for (and/or management of) quality assurance with contact details 	1.6, 9
b) The centre can hold and transmit securely details of assessment outcomes	<ul style="list-style-type: none"> Documented procedures to ensure security when sending and receiving details of results to City & Guilds 	5.3
c) The centre has the staff, resources and systems necessary to support the assessment of units and the award, accumulation and transfer of credits, and where necessary, the recording of exemptions	<ul style="list-style-type: none"> Documented quality assurance procedures Organisational chart Up to date CVs, certificates of the assessment/delivery team Learner tracking documentation Documented procedures for recording exemptions Appeals procedure Induction plans Equal opportunities policy and procedures Health & Safety policy and procedures 	6.3 – 6.7, 6.9, 7.2
d) The centre has arrangements in place to obtain on behalf of the learner a Unique Learner Number	<ul style="list-style-type: none"> Documented procedures in place for obtaining ULN/SCN 	7.3

(ULN)/ Scottish Learner Number (SCN) and a learner record if required to do so		
e) The centre has arrangements in place to access the record of learners' previous achievements in their learner record to maximise opportunities for credit transfer and exemption	<ul style="list-style-type: none"> • Documented procedures for accessing learner records 	7.4
f) The centre has administrative systems in place to track the learner progress	<ul style="list-style-type: none"> • Records of learner tracking systems • Assessment records • Individual Learning Plans (ILPs) 	6.1, 6.2, 7.1
g) The centre has arrangements in place that allow for Recognition of Prior Learning (RPL)	<ul style="list-style-type: none"> • Records of initial assessment procedures • Learner induction • Individual Learning Plans (ILPs) 	7.5
h) The centre documents the respective roles and responsibilities of any partnership arrangements	<ul style="list-style-type: none"> • Partner contracts and service agreements • Recorded agreements for roles and responsibilities 	2.2, 2.3, 6.8
i) The centre agrees to provide City & Guilds access to premises, people and records, and to cooperate with any of the allocated activities which are identified through the centre approval process	<ul style="list-style-type: none"> • Completion and sign-off of the Centre Approval Application (CAP) declaration 	9
j) The centre declares any withdrawn centre or qualification approvals from City & Guilds and other Awarding Organisations	<ul style="list-style-type: none"> • Sign-off of Centre Approval Declaration 	9

Useful contacts

UK learners General qualification information	T:- +44 (0)844 543 0033 E:- learnersupport@cityandguilds.com
International learners General qualification information	T:- +44 (0)844 543 0033 F:- +44 (0)20 7294 2413 E:- intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T:- +44 (0)844 543 0000 F:- +44 (0)20 7294 2413 E:- centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T:- +44 (0)844 543 0000 F:- +44 (0)20 7294 2413 F:- +44 (0)20 7294 2404 (BB forms) E:- singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T:- +44 (0)844 543 0000 F:- +44 (0)20 7294 2413 E:- intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, GOLA, Navigation, User/menu option, Problems	T:- +44 (0)844 543 0000 F:- +44 (0)20 7294 2413 E:- walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T:- +44 (0)121 503 8993 E:- business_unit@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T:- +44 (0)844 543 0000 F:- +44 (0)20 7294 2413

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