

# **T Level Technical Qualifications Provider approval and quality assurance guide**

**Version 1.4, 2023**

## Document revision history

Version	Summary of change(s)	Date
1.0	Original publication	January 2022
1.1	Amendment to form references in Section 4.3 and Section 11. Amendment to core qualification programme of study (PoS) number for all Engineering pathways. Error in ESP information corrected in Section 10.2.2.	January 2022
1.2	Corrected PoS numbers published for Management and Administration (8715).	March 2022
1.3	Amendment to form references in Section 11. Change to Written and Enforceable Agreement. Amendment to Approval Criteria C and D. Land qualifications added for 2023.	November 2022
1.4	Candidate Withdrawal Form added to section 1.4. Amendment to criteria F. Details of the Centre Update Form added to section 8. Noncompliance and sanctions added to section 8.2. Information regarding the decoupling of Core Components added to section 10.2.2. TL-DS form added to section 11.	August 2023

# Contents

<b>1. Introduction .....</b>	<b>4</b>
1.1. Purpose and scope .....	4
1.2. T Level Technical Qualifications.....	4
1.3. Technical Qualification specifications.....	7
1.4. T Level Resource Hub .....	8
<b>2. Qualification specific requirements.....</b>	<b>9</b>
<b>3. Our teams .....</b>	<b>10</b>
3.1. Quality team.....	10
3.2. Technical Qualification Associates (TQAs) .....	10
3.3. Moderators .....	10
3.4. Technical Advisors .....	11
<b>4. Provider and Qualification approval.....</b>	<b>12</b>
4.1. Approval approach.....	12
4.2. AO collaboration.....	12
4.3. Application types .....	12
<b>5. Approval process.....</b>	<b>13</b>
5.1. Engagement stage .....	13
5.2. Enhanced support stage .....	14
5.3. Approval window .....	14
<b>6. Approval timeline .....</b>	<b>17</b>
<b>7. Approval criteria.....</b>	<b>18</b>
<b>8. Written and enforceable agreement .....</b>	<b>22</b>
8.1. Non-compliance & sanctions.....	23
<b>9. Provider quality assurance monitoring.....</b>	<b>24</b>
9.1. Provider monitoring .....	24
9.2. Annual self-assessment .....	25
9.3. External marking .....	25
9.4. Moderation visits .....	25
9.5. External moderation .....	26

9.6. Qualification advisory activity .....	26
9.7. Generic advisory activity .....	26
9.8. Exam audits .....	27
<b>10. Registration and assessment entries (bookings) .....</b>	<b>28</b>
10.1. Registrations .....	28
10.2. Assessment entries (bookings) .....	28
10.3. Key dates .....	29
<b>11. Forms used for T Levels.....</b>	<b>30</b>

# 1. Introduction

## 1.1. Purpose and scope

This document provides information to Providers delivering T Level Technical Qualifications with City & Guilds. The document is designed to provide an overview of the approval process and the types of quality assurance monitoring that will take place for T Levels.

This information is supplementary to the City & Guilds suite of Quality Assurance Standards documents, which all centres and/or providers must adhere to:

[Centre Contract General Terms](#)

[Quality Assurance Standards: Centre Handbook](#)

[Quality Assurance Standards: Centre Assessment](#)

Within these documents you will find information in relation to;

- centre assessment,
- internal quality assurance (IQA),
- IQA strategy,
- alternative locations and subcontractors,
- non-compliance,
- malpractice, and
- centre support roles and resources

All T Level providers must ensure they familiarise themselves with the above documents and adhere to the general terms as part of their conditions of approval.

## 1.2. T Level Technical Qualifications

This document applies to the following T Level Technical Qualifications (TQs) offered by City & Guilds.

Building Service Engineering for Construction (Wave 2)	PoS
<b>Core Component</b>	
Building Service Engineering for Construction	8710-30
<b>Occupational Specialisms</b>	
Electrical and Electronic Equipment Engineering	8710-32
Electrotechnical Engineering	8710-33
Gas Engineering	8710-34
Heating Engineering and Ventilation	8710-35
Plumbing and Heating Engineering	8710-36
Protection Systems Engineering	8710-37
Refrigeration Engineering and Air Con Engineering	8710-38

<b>Onsite Construction (Wave 2)</b>		<b>PoS</b>
<b>Core Component</b>		
Onsite Construction		8711-30
<b>Occupational Specialisms</b>		
Bricklaying		8711-35
Carpentry & Joinery		8711-36
Painting & Decorating		8711-37
Plastering		8711-38

<b>Maintenance, Installation and Repair for Engineering and Manufacturing (Wave 3)</b>		<b>PoS</b>
<b>Core Component</b>		
Maintenance, Installation and Repair for Engineering and Manufacturing		8730-12*
<b>Occupational Specialisms</b>		
Mechanical		8712-31
Mechatronic		8712-32
Electrical & Electronic		8712-33
Control & Instrumentation		8712-34
Light and Electric Vehicles		8712-35

\* Note the core component PoS number for this TQ is different to that of the Occupational Specialisms

<b>Engineering, Manufacturing, Processing and Control (Wave 3)</b>		<b>PoS</b>
<b>Core Component</b>		
Engineering, Manufacturing, Processing and Control		8730-13*
<b>Occupational Specialisms</b>		
Fitting and Assembly Technologies		8713-31
Machining and Toolmaking Technologies		8713-32
Composites Manufacturing Technologies		8713-33
Fabrication and Welding Technologies		8713-34

\* Note the core component PoS number for this TQ is different to that of the Occupational Specialisms

Design and Development for Engineering (Wave 3)		PoS
<b>Core Component</b>		
Design and Development for Engineering		8730-14*
<b>Occupational Specialisms</b>		
Mechanical Engineering		8714-31
Electrical & Electronic Engineering		8714-32
Control & Instrumentation Engineering		8714-33
Structural Engineering		8714-34

\* Note the core component PoS number for this TQ is different to that of the Occupational Specialisms

Management and Administration (Wave 3)		PoS
<b>Core Component</b>		
Management and Administration		8715-30
<b>Occupational Specialisms</b>		
Business Improvement		8715-31
Team Leadership/Management		8715-32
Business Support		8715-33

Agriculture, Land Management and Production (Wave 4)		PoS
<b>Core Component</b>		
Agriculture Land Management and Production: Crop, Woodland and Horticulture		8717-31
Agriculture Land Management and Production: Land Based Engineering		8717-32
Agriculture Land Management and Production: Livestock Management		8717-33
Agriculture Land Management and Production: Floristry		8717-34
<b>Occupational Specialisms</b>		
Crop Production		8717-40
Floristry		8717-41
Land-based Engineering		8717-42
Livestock Production		8717-43
Ornamental and Environmental Horticulture and Landscaping		8717-44
Tree and Woodland Management and Maintenance (Arboriculture)		8717-45
Tree and Woodland Management and Maintenance (Forestry)		8717-46

### 1.3. Technical Qualification specifications

Each City & Guilds T Level Technical Qualification has its own Technical Qualification Specification which is available on the relevant qualification web page.

Each specification gives explicit guidance to providers with regards to delivery and assessment of the core component and the occupational specialisms.

Providers must ensure that they familiarise themselves with the requirements outlined in the relevant specification as evidence of compliance must be demonstrated for initial approval and ongoing quality assurance monitoring.

[8710 Building Services Engineering for Construction](#)

[8711 Onsite Construction](#)

[8730 Engineering and Manufacturing \(Core\)](#)

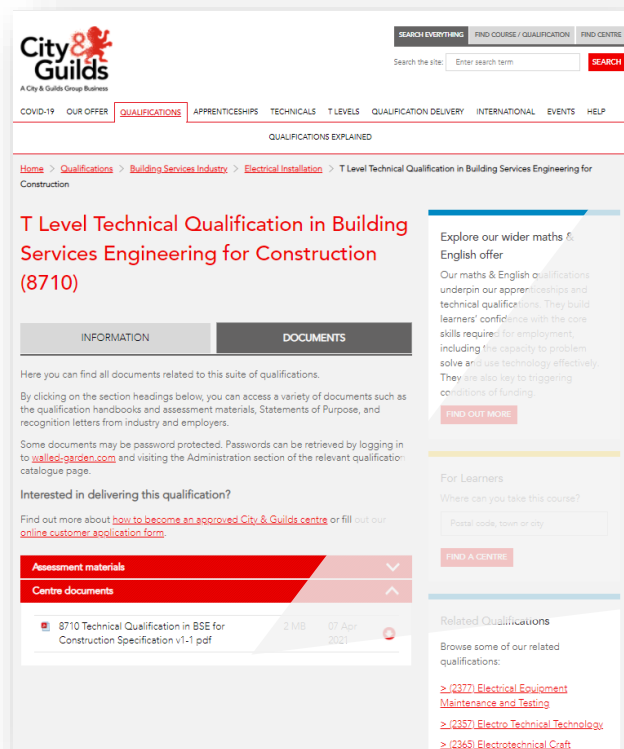
[8712 Maintenance, Installation and Repair for Engineering and Manufacturing](#)

[8713 Engineering, Manufacturing, Processing and Control](#)

[8714 Design and Development for Engineering](#)

[8715 Management and Administration](#)

[8717 Agriculture, Land Management and Production](#)



**City & Guilds**  
A City & Guilds Group Business

SEARCH EVERYTHING | FIND COURSE / QUALIFICATION | FIND CENTRE

Search the site:  Enter search term

COVID-19 OUR OFFER **QUALIFICATIONS** APPRENTICESHIPS TECHNICALS T LEVELS QUALIFICATION DELIVERY INTERNATIONAL EVENTS HELP

QUALIFICATIONS EXPLAINED

Home > Qualifications > Building Services Industry > Electrical Installation > T Level Technical Qualification in Building Services Engineering for Construction

## T Level Technical Qualification in Building Services Engineering for Construction (8710)

**INFORMATION** **DOCUMENTS**

Here you can find all documents related to this suite of qualifications.

By clicking on the section headings below, you can access a variety of documents such as the qualification handbooks and assessment materials, Statements of Purpose, and recognition letters from industry and employers.

Some documents may be password protected. Passwords can be retrieved by logging in to [walled-garden.com](#) and visiting the Administration section of the relevant qualification catalogue page.

Interested in delivering this qualification?

Find out more about [how to become an approved City & Guilds centre](#) or fill out our [online customer application form](#).

**Assessment materials**

**Centre documents**

8710 Technical Qualification in BSE for Construction Specification v1-1.pdf 2 MB 07 Apr 2021

Explore our wider maths & English offer

Our maths & English qualifications underpin our apprenticeships and technical qualifications. They build learners' confidence with the core skills required for employment, including the capacity to problem solve and use technology effectively. They are also key to triggering conditions of funding.

**For Learners**

Where can you take this course?

Postal code, town or city

**Related Qualifications**

Browse some of our related qualifications:

- > [/2377/Electrical Equipment Maintenance and Testing](#)
- > [/2357/Electro Technical Technology](#)
- > [/2369/Electrotechnical Craft](#)

**T Level Technical Qualification in Building Services Engineering for Construction**

**Technical Qualification Specification**



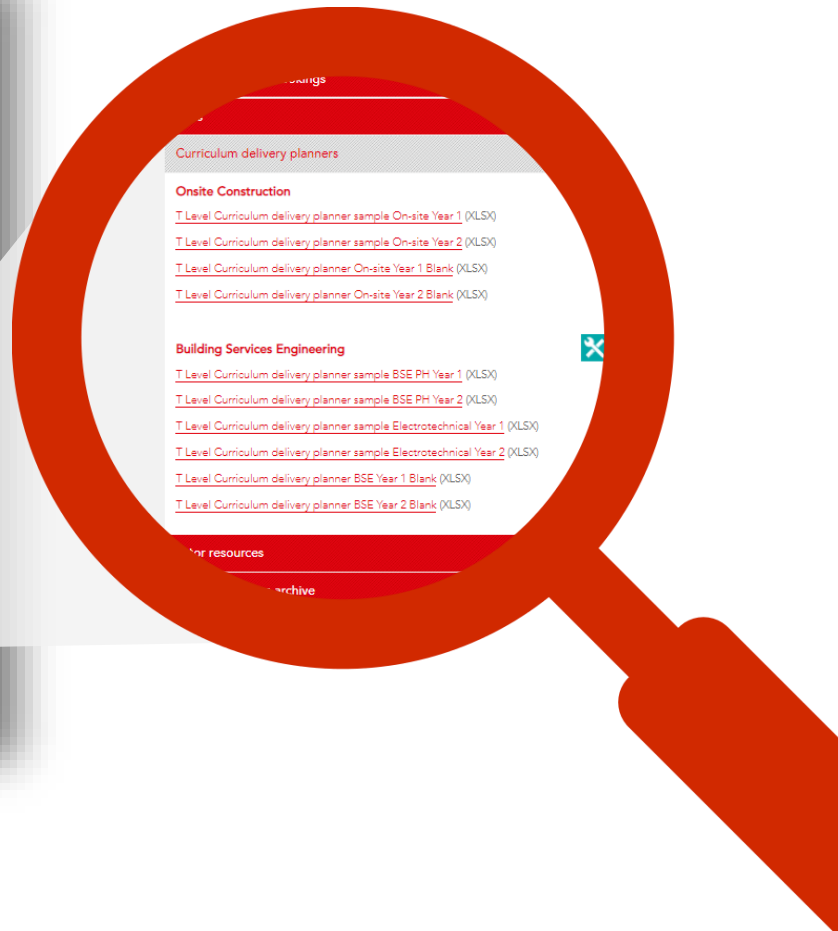
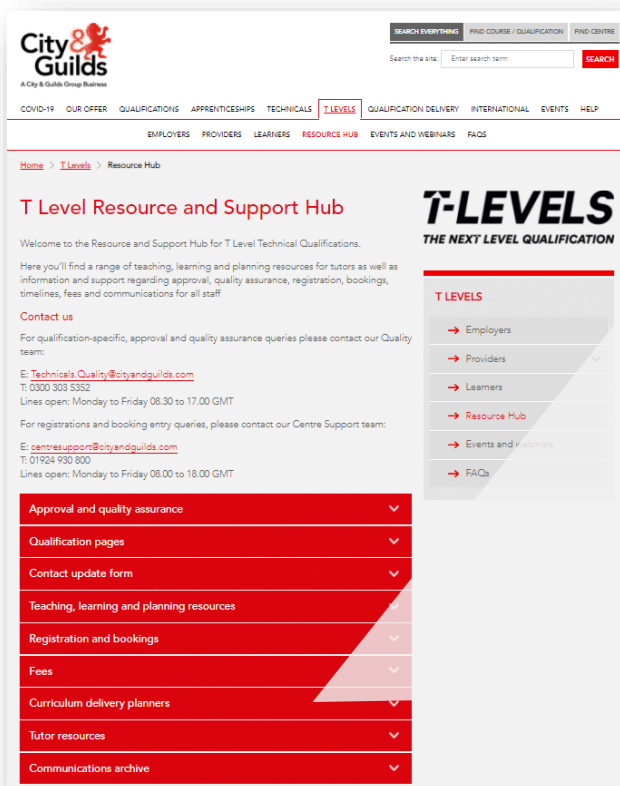
## 1.4. T Level Resource Hub

Our Resource Hub for T Level Technical Qualifications contains a range of teaching, learning and planning resources for tutors as well as information and support regarding approval, quality assurance, registration, book assessment entries (bookings), timelines, fees and communications for all staff each specification.

### T Level Resource and Support Hub

What you'll find on the hub:

- Approval forms and quality assurance documents
- Links to the qualification pages
- Contact update form
- Candidate withdrawal form
- T Level welcome pack
- A range of teaching, learning and planning resources
- Guide for registration and assessment entries (bookings)
- Published fees for each Technical Qualification
- Curriculum delivery planners
- Key dates schedules
- Tutor resources including textbook samples
- Communications archive, including all our previous ebulletins and newsletters



## 2. Qualification specific requirements

The following tables provide an overview of the assessment methods and quality assurance applied to each TQ and its individual assessment components. Please refer to the relevant Technical Qualification Specification for full details including duration, marks, weighting etc.

8710 Building Service Engineering for Construction 8711 Onsite Construction 8712 Design and Development for Engineering Manufacturing 8713 Engineering, Manufacturing, Processing and Control 8714 Design and Development for Engineering 8717 Agriculture, Land Management and Production	
Assessment	Method
Exams	Externally set and marked
Employer Set Project (ESP)	
Occupational Specialisms	Externally set, internally marked, externally moderated

8715 Management and Administration	
Assessment type	Method
Exams	Externally set and marked
Employer Set Project (ESP)	
Occupational Specialisms	

### 3. Our teams

We have a range of teams who support providers throughout the delivery of T Level Technical Qualifications.

#### 3.1. Quality team

The Quality team has overarching responsibility for managing the external quality assurance process for all providers including:

- point-of-contact for all general enquiries and triage of complex queries
- managing provider risk
- planning all external activities, to include moderation activities, external moderation and any additional support required by the Technical Qualification Associate (TQA) in relation to marking and standardisation
- ensuring the provider is appropriately supported
- arranging unannounced exam audits
- liaising with associates for approval and ongoing monitoring, to include advisory / support activities where applicable.

#### 3.2. Technical Qualification Associates (TQAs)

Our Technical Qualification Associates (TQAs) have the relevant occupational and quality assurance experience to carry out provider and/or qualification approval of the TQs, as well as providing ongoing support with the TQ delivery.

They have detailed knowledge and understanding of the TQ delivery and assessment requirements, as well as the overall T Level programme. Where necessary, TQAs also support providers with their understanding and application of internal assessment (marking) and effective standardisation of Internal Assessors during delivery. This is separate to the moderation process to ensure there is no bias or conflict of interest. TQAs are expected to carry out the necessary checks to ensure providers meet the requirements for the TQ and City & Guilds requirements for provider and/or qualification approval. TQAs should guide and support providers with queries relating to the TQ approval criteria, and delivery and assessment of the TQ and T Level programme.

Where we identify a provider is not meeting our requirements, TQAs will provide additional support through additional face-to-face support and/or via email, telephone, video conferencing, webinars, etc.

#### 3.3. Moderators

Our Moderators are responsible for supporting with the moderation of provider marking specifically for the Occupational Specialism assessment.

They conduct and document moderation visits and external moderation and can also support with quality assurance and advisory activities with providers where this is deemed necessary. During the external

moderation process, they will review a sample of marking to determine if provider marking is within set tolerance. Where required, marking will be adjusted to national standard or re-marked by the Moderator.

### **3.4. Technical Advisors**

Technical Advisors are available to support providers with sector qualifications and related products. They have industry and educational experience with an understanding of the T Level Technical Qualifications which enables them to support with planning, delivery, assessment, and quality assurance.

Support can be provided through webinars as well as one-to-one sessions and group sessions.

Contact details of our Technical Advisors can be found on our website [here](#).

## 4. Provider and Qualification approval

### 4.1. Approval approach

All eligible providers must obtain Full Provider Approval with City & Guilds prior to delivering any of the T Level Technical Qualifications (TQs).

Provider approval is not equivalent to centre approval; any provider which is already an existing City & Guilds approved centre must still obtain Full Provider Approval in the first instance. There is no fast-track approval for these qualifications.

Once successfully approved, providers can apply for additional TQs or apply to add additional occupational specialisms (OS) during each approval window.

Please visit the approval and quality assurance section in the [T Level Resource Hub](#) for the relevant timeline and approval application forms.

### 4.2. AO collaboration

We work in collaboration with other Awarding Organisations (AO) who offer T Level Technical Qualifications to align our approval criteria and processes. There may however be some differences between each AO.

A document is published on each respective AO website which provides information on our processes and how they are aligned and/or differ. You can find a copy of the City & Guilds version on our website [here](#).

### 4.3. Application types

There are two application methods, with relevant application forms which providers must use.

Method	Form ref.	Detail
TQ Full Provider Approval	TL-A1	Used to obtain Full Provider Approval with City & Guilds to deliver T Level Technical Qualifications.  All eligible providers must go through the full approval process in the first instance, regardless of whether they are an approved centre.
TQ Provider Approval Extension	TL-A2	Used by an existing approved provider to apply to deliver additional T Level Technical Qualifications.  Can also be used to request additional occupational specialism approval.

## 5. Approval process

Each year the approval window opens in late February, and this window is aligned as closely as possible to other Awarding Organisations offering T Level Technical Qualifications. For first delivery from September 2023, the approval window opens on **Monday 26 February 2024**.

Depending on the approval method, the approval activity will either be carried out remotely or via a face-to-face visit.

Technical Qualification	Approval type	
	Full	Extension
Onsite Construction	Visit	Visit / Remote
Building Service Engineering for Construction		
Design and Development for Engineering Manufacturing		
Engineering, Manufacturing, Processing and Control		
Design and Development for Engineering		
Agriculture, Land Management and Production		
Management and Administration	Remote	Remote

### 5.1. Engagement stage

Approval forms are made available on our website from January each year. Providers must not use the CAP and/or QAP forms on Walled Garden to apply for T Levels. Our Quality team will not progress these for approval and eligible providers will be directed to the correct process for T Level approval.

To support eligible providers to prepare for the rigorous approval process, our Quality team will provide a customer support webinar in January each year, prior to the window opening. These provides details of the process and timeline for approval, as well as specific focus to ensure providers are adequately prepared, understand the evidence requirements, and know what to expect from the approval activity carried out by one of our Technical Qualification Associates (TQA).

Eligible providers are invited to these webinars directly and can also book directly via our website [here](#).

We encourage providers submit their applications as soon as they are ready, to ensure there is sufficient time to process the approval. Please avoid leaving it late to submit your application, as this may result in us not being able to process your application in time for delivery if we encounter any issues. Please also take into consideration any period your staff may be unavailable over the summer, as this will impact on our ability to progress an approval. You may have outstanding actions following your approval activity, your TQA will work with you to ensure these are complete in time for September delivery. Please be aware, your approval is subject to these actions being resolved, and again we recommend you consider this when selecting the timing of submitting your application.

Providers should not underestimate the requirements of approval for T Levels. Please speak to a member of our Quality team if you have any questions or concerns.

## 5.2. Enhanced support stage

Enhanced support is available during the first few months of the approval window opening (from our TQAs and our Quality team) for any provider who feels they need additional guidance prior to submitting their application. These are available on request by contacting the Quality team.

Our TQAs can provide informal support, guidance, and advice around all aspects of approval. This could include;

- ensuring you have all the relevant policies and procedures covered
- explaining the approval criteria and what needs to be included in the application
- discussing various resource requirements
- answering queries and questions

All providers are encouraged to seek this support from their TQA prior to submitting their application, as it will assist a successful approval within 30 working days.

## 5.3. Approval window

The approval window opens for eligible providers on **Monday 26 February 2024**.

The last date for submission of approval applications is **Friday 28 June 2024**.

Approval activity and support takes place throughout the approval window, ensuring providers are ready for delivery.

The process for approval is summarised in the chart below.

## Provider steps to approval

Contact the Quality team and/or your Technical Qualification Associate (TQA) to start your approval discussion and arrange any pre-approval support required



When you are ready (and in sufficient time prior to the submission window closing) complete the approval application form and submit to [technicals.quality@cityandguilds.com](mailto:technicals.quality@cityandguilds.com)



The Quality team will review your application within 2 working days to ensure everything is in order. Where additional information is required this will be requested in writing.



Your allocated TQA will review your application and will contact you to arrange suitable dates for the approval and support activities within 5 working days.

A different TQA will be allocated for each TQ you apply for. They will usually carry out their activities independently.



The TQAs will undertake the approval activities and submit their reports, including their recommendation on approval and any action/improvement plan to the Quality team.

BSE, Construction, Engineering and Land Based qualification approvals will be carried out via a centre visit.  
Management and Administration approvals will usually be carried out remotely.

The Quality team will review the content of the report and agree a final decision on approval status and any actions/improvements required within 2 working days.



Where approval is granted, a confirmation letter will be sent to you with a copy of the approval report. Please remember, this approval is subject to any outstanding actions being resolved in time for the qualification delivery to commence.

Where approval is not granted, an action plan will be set informing you on what steps are required to meet our approval requirements.



You'll be assigned at least one TQA who will carry out the approval of the Core Component and the Occupational Specialisms you have applied for.

### Role of the TQA

They will review your application to ensure you are ready to go through the approval process



They will review the supporting evidence provided as part of your application



Where required, they will provide advice and support

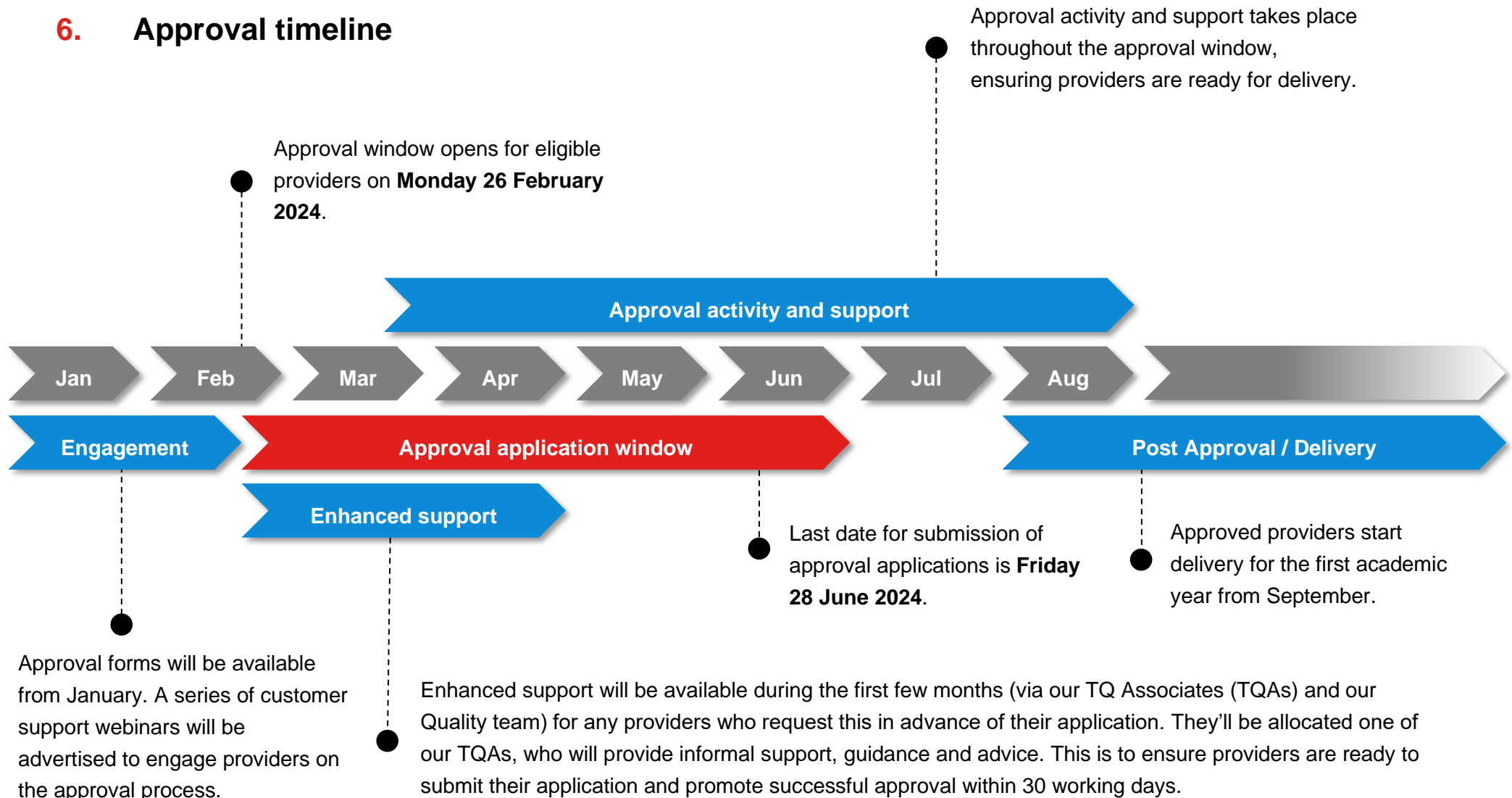


Once the initial review is complete, they will agree a date to carry out an approval activity



Following the approval activity, they complete an approval report including any action or improvement plans.  
They make a recommendation on approval which is then decided by the Quality team.

## 6. Approval timeline



## 7. Approval criteria

The approval application consists of a comprehensive set of approval criteria agreed with the Institute to ensure an eligible provider is fit and ready to deliver T Level Technical Qualifications.

These criteria seek to ensure the integrity of the qualifications for both City & Guilds and the Institute. They must be adhered to throughout the delivery of the TQ and will be reviewed at the annual self-assessment.

<b>Criteria A</b>	Management Systems
<b>Criteria B</b>	Industry placement
<b>Criteria C</b>	Resources
<b>Criteria D</b>	Delivery
<b>Criteria E</b>	Assessment and standardisation plan
<b>Criteria F</b>	Secure live assessment and administration
<b>Criteria G</b>	Conflicts of Interest (COI)

<b>A</b>	<b>Management Systems</b>
<b>A.1</b>	Effective systems are in place to ensure communication between all levels of staff within the organisation and to ensure information is shared.
<b>A.2</b>	Effective systems are in place for communication across placements and staff who work remotely or externally to central location.
<b>A.3</b>	Provider Senior Management will ensure sufficient time and resource is allocated to ensure effective delivery of the TQ and will review this annually.
<b>A.4</b>	Effective systems are in place to monitor and review the effectiveness of TQ delivery and assessment.
<b>A.5</b>	Provider has appropriate documented policies and procedures relating to; <ul style="list-style-type: none"> <li>• Student recruitment and induction (including registration)</li> <li>• Ongoing student support</li> <li>• Ongoing staff support</li> <li>• Safeguarding</li> <li>• Equality, diversity, and inclusivity</li> <li>• Reasonable adjustments</li> <li>• Appeals</li> <li>• Student / staff malpractice, maladministration, and plagiarism</li> <li>• Complaints</li> <li>• Conflict of Interest</li> <li>• GDPR</li> <li>• Risk assessments</li> <li>• Health &amp; Safety (including public liability)</li> <li>• Contingency planning (including withdrawal of provider approval).</li> </ul>
<b>A.6</b>	A process is in place for annual review of above policies and procedures.
<b>A.7</b>	A process is in place to notify Awarding Organisation of any changes pertaining to the delivery and/or assessment of the TQ (e.g. staff changes).
<b>A.8</b>	Effective system is in place to store accurate and up to date staff data (including CVs, qualification certificates, CPD evidence etc. where this is stored by the provider).
<b>A.9</b>	A process is in place to notify the Awarding Organisation and other relevant parties where changes to the delivery and/or assessment of the TQ may affect the providers ability to meet our approval criteria.
<b>A.10</b>	Effective system is in place to store accurate and up to date student data (including student details, assessment and internal verification records, records of standardisation etc.).
<b>A.11</b>	All student data is stored securely in line with GDPR and data protection legislation.
<b>A.12</b>	Provider will ensure all assessment records are retained for a minimum period of three years post certification.

B	Industry placement
<b>B.1</b>	Provider has appropriate documented policies and procedures relating to: <ul style="list-style-type: none"> <li>• Risk assessment and/or health and safety assessment of placements</li> <li>• Quality assurance of placements</li> <li>• Ongoing monitoring of placements.</li> </ul>

C	Resources
<b>C.1</b>	The provider will have / has access to the appropriate resources (equipment, tools, machinery, etc) to meet the specification of the TQ and the delivery of assessments required for the number of learners intending to register.
<b>C.2</b>	There will be / are sufficient staff to meet the demand of the TQ.
<b>C.3</b>	Staff have the relevant competencies, occupational competence and knowledge required for the delivery and/or assessment of the TQ.
<b>C.4</b>	There are effective systems in place to ensure staff are adequately supported in their role.
<b>C.5</b>	Effective systems are in place to ensure Continuous Professional Development (CPD) of all staff involved in the delivery of the TQ.
<b>C.6</b>	Staff have adequate time and access to complete CPD.
<b>C.7</b>	Any third-party agreements are recorded, impact assessed and made available for review. (It may be necessary for the TQA to check suitability of premises and resources for third-party agreements.)

D	Delivery
<b>D.1</b>	There is a detailed programme of delivery in place which is realistic and meets the needs of the TQ specification. Provider is aware that Schemes of Work (SoW) and curriculum plans are published by City & Guilds.
<b>D.2</b>	There is an initial diagnostics process in place for all students to ensure they are suitably supported.
<b>D.3</b>	There is a process in place to ensure students' individual needs are assessed, matched against the requirements for the TQ and an individual assessment plan implemented (including initial diagnostics).
<b>D.4</b>	There are regular opportunities to review student progress and support.
<b>D.5</b>	Students receive a handbook which contains accurate information relating to the delivery of the TQ.
<b>D.6</b>	Students are advised of any technical needs for the TQ and the support that will be delivered by the provider.

<b>E</b>	<b>Assessment and standardisation plan</b>
<b>E.1</b>	A plan is in place to ensure all Internal Assessors and key staff are trained in line with the marking, standardisation and moderation guidance provided by City & Guilds.
<b>E.2</b>	Provider has a detailed and robust plan of how they intend to ensure that Internal Assessors and quality assurance staff will be adequately trained to ensure reliable and consistent marking.
<b>E.3</b>	Provider has a detailed and robust plan how they intend to ensure that there is an effective internal quality assurance process to actively monitor marking.
<b>E.4</b>	Provider understands how additional activities (webinars, training workshops etc) provided by City & Guilds will support reliable marking and standardisation.
<b>E.5</b>	An effective standardisation plan is in place to ensure accurate, consistent, and standardised marking across all Internal Assessors.
<b>E.6</b>	Provider can outline how it will identify and mitigate any risk where an Internal Assessor is deemed not to be providing reliable results.

<b>F</b>	<b>Secure live assessment and administration</b>
<b>F.1</b>	Provider will comply with the requirements set out by City & Guilds for the delivery and assessments of the TQ.
<b>F.2</b>	There are effective procedures in place to identify assessment that may not be the students own work (plagiarism).
<b>F.3</b>	There are effective procedures in place to confirm student identification and record student attendance.
<b>F.4</b>	There is a clearly identified examinations policy and procedure that meets with City & Guilds requirements for the TQ, as well as JCQ ICE requirements.
<b>F.5</b>	The provider has in place a detailed Invigilation policy and can demonstrate that Invigilators are suitably trained.
<b>F.6</b>	Assessment locations are known to City & Guilds and meet with City & Guilds and JCQ ICE requirements.
<b>F.7</b>	The provider ensures the safe storage, distribution, and collection of all assessment and/or exam material in line with JCQ ICE requirements.
<b>F.8</b>	Systems are in place to ensure only authorised personnel have access to assessment or exam material and the platforms used to facilitate online exams.
<b>F.9</b>	Information regarding most recent JCQ inspection
<b>F.10</b>	Provider will comply with requirements set out by City & Guilds for administration and timely submission of all assessment evidence. Found within the relevant assessment guidance and Key Dates schedule.
<b>F.11</b>	Provider to commit to submitting any additional assessment evidence requested by City & Guilds within 2 working days.

G	Conflicts of Interest (COI)
G.1	Provider will comply with requirements for notification of all Conflicts of Interest immediately to City & Guilds
G.2	The provider has in place a robust Conflicts of Interest policy, and will always adhere to this throughout delivery
G.3	There are effective procedures in place to identify all Conflicts of Interest (potential and actual) and notify these to City & Guilds immediately

## 8. Written and enforceable agreement

Approved providers must agree to the written and enforceable agreement with City & Guilds for the delivery of the TQ(s). This agreement consists of:

- The provider approval application and any subsequent approval application(s);
- [Centre Contract General Terms;](#)
- [Quality Assurance Standards: Centre Handbook;](#)
- [Quality Assurance Standards: Centre Assessment;](#)
- [T Level Technical Qualifications Provider approval and quality assurance guide;](#)
- The relevant policies, procedures, and regulations; and
- The relevant Technical Qualification specifications

In addition, the Provider must agree to the following conditions:

1. Give all reasonable access and cooperate with City & Guilds in matters related to their application to become a City & Guilds Approved Provider in accordance with City & Guilds requirements.
2. To immediately notify City & Guilds of any changes to the information given in their Provider Approval application (including staffing) to the appropriate City & Guilds representative, both during the approval process and (if the Provider is approved) after approval is given.
3. To ensure all reasonable steps are taken to ensure City & Guilds are able to comply with its Conditions of Recognition and contractual obligations with the Institute for Apprenticeships and Technical Education (the Institute)
4. To comply with and ensure that all qualifications are delivered in accordance with the relevant Equalities Law.
5. To have in place a complaints and appeals procedure.
6. To complete the annual self-assessment by the required deadline specified by City & Guilds.
7. To have in place a procedure for preventing and investigating malpractice and maladministration to uphold the integrity of City & Guilds qualifications.
8. To complete a Centre Update Form when there has been changes to centre details, which is different to those provided on the original approval form, annual self-assessment or that will impact your eligibility to deliver the qualification. This must include immediately informing us of any relevant staff changes allocated to delivery or internal quality assurance. This should also include any potential issues that may impact a centres ability to meet the requirements for delivery and assessment.

## 8.1. Non-compliance & sanctions

Non-compliance with any of the criteria set out above and/or any specific conditions as set out in the criteria listed in Section 7 may result in sanctions being applied to a centre. City & Guilds will always act in the interest of protecting public-confidence in the validity of our assessments and qualifications. All centres will be supported in the first instance to address issues relating to non-compliance. The following sanctions may be applied.

Criteria	Sanction
<b>Action/Improvement plans</b>	Action and/or improvement plans will be set and agreed with the Quality Delivery team in conjunction with a City & Guilds associate. This plan will include a date by which the action/improvement must be addressed. This could be implemented due to late evidence submission. This will be followed up in a subsequent activity. Where they are not addressed, City & Guilds may take further action.
<b>Training</b>	Mandatory training for new centre staff may be enforceable which must be agreed by the Quality team and evidenced by the centre. This may include mandatory attendance at City & Guilds events and webinars.
<b>Advisory/support activity</b>	Advisory/support activities may be imposed to address relevant noncompliance or to address issues such as inadequate assessment practises. These are chargeable to the centre. Where there is no or little engagement from the centre, this may then lead to additional sanctions.
<b>Standardisation activity</b>	We may also impose additional standardisation requirements, which could include either a moderator carrying out a standardisation and training session at the centre, or centre attendance at a City & Guilds standardisation event. These are to address poor standardisation and marking inconsistencies. These are chargeable to the centre.
<b>Extended evidence provisions</b>	Extended requirements for provision of candidate evidence for additional moderation sampling activity which may be required. Examples may be where marks are determined to be significantly out of tolerance and adjustments cannot be made, thus resulting in a full cohort remark. This scenario will be charged back to the centre to recoup the costs associated with the additional activity.
<b>Assessment arrangements advanced approval</b>	Internal assessment arrangements may need to be approved by the City & Guilds Quality team in advance, prior to embarking on the next academic year delivery and assessment.
<b>Qualification approval</b>	Temporary suspension or permanent withdrawal of qualification approval may be imposed of serious cases of noncompliance, or where City & Guilds does not have confidence in the integrity in centre delivery in such that it risks the validity of results. Alternatively, rather than withdrawing/suspending, City & Guilds may allow a centre to be re-approved for a qualification (where appropriate).
<b>Provider approval</b>	Temporary suspension or permanent withdrawal of centre approval may be applied in very serious cases of non-compliance.

If you have been sanctioned within the academic year or provided with recommendations and no improvement is visible, we may sanction you further.



## 9. Provider quality assurance monitoring

### 9.1. Provider monitoring

The type and frequency of activities we carry out will depend on provider risk and whether any issues are identified, their severity and the impact of any risk to the delivery of the TQ and the students.

The following table sets out the monitoring and support activities and their frequency, which City & Guilds will undertake to ensure providers have appropriate and consistent QA measures in place for the successful delivery of the TQ:

Measure	Frequency / detail
<b>Provider and/or qualification approval</b>	TQ-specific, at the point of approval and any subsequent TQ approval.
<b>Provider self-assessment, annual review</b>	Carried out annually. Reviewed by the Quality team to inform plan of external quality assurance activity required to support the provider.
<b>External moderation</b> (Where applicable)	TQ-specific; a moderator reviews a sample of marking to determine if provider marking is within set tolerance. Where required, marking will be adjusted to national standard or re-marked.
<b>Moderation visit</b> (Where applicable)	TQ-specific; where there is ephemeral evidence as part of the assessment of the OS.
<b>Qualification and/or generic advisory support activity</b>	All providers receive a support activity in the first year delivery of a TQ. Following this they are risk-based, usually annually. Agreed by the Quality team and carried out by TQA, Technical Advisor, Quality Manager or Quality Executive.
<b>Exam audit</b>	Risk-based, usually every 6–18 months. Dependent on the provider risk rating and outcome of previous exam audits / JCQ

You can find a glossary of our forms used for TQs in [Section 11](#).

## 9.2. Annual self-assessment

At the start of the second and subsequent academic year, providers delivering T Level Technical Qualifications (TQs) will be required to complete a self-assessment to update City & Guilds on the delivery of the TQ, including where there have been any changes to delivery and/or assessment (e.g. changes in staff or resource).

The self-assessment includes a declaration (the written and enforceable agreement) to confirm continued adherence to and acceptance of all relevant City & Guilds terms and conditions, policies, and procedures.

The self-assessment is part of the annual provider review carried out by the Quality team, is mandatory and must be completed and returned to City & Guilds by the last working day of October. This review process may also include a discussion between the provider and the Quality team to review how delivery of the TQ(s) are going and whether additional support is required. Any discussion points will be based on provider risk, issues identified during the previous academic year as well as any actions and/or improvement points arising from the original approval, external marking, support activities or external moderation.

The annual review will also focus on how the provider is ensuring sufficient and effective standardisation is taking place to ensure Internal Assessors remain competent and are marking consistently with the mark scheme as well as being standardised between Internal Assessors. The Quality team will consult with the provider's allocated TQAs on whether it is deemed necessary to provide additional support to a provider in this area. Where it is necessary, the TQA will arrange for a mandatory support activity with the provider. TQAs can support providers where marking is of significant concern but will remain impartial, providing advice, support, and guidance only.

The annual review may result in additional support activities for the provider, including a qualification / generic advisory activity, where required.

## 9.3. External marking

The core assessments which are externally set by City & Guilds (Core exams and the Employer Set Project (ESP)) are externally marked by City & Guilds. The ESP for all T Level Technical Qualifications will need to be uploaded to our Walled Garden administration platform in order for the assessment to be externally marked.

All core exams are paper based and must be returned to City & Guilds for marking. We do not currently offer e-volve versions for T Levels.

## 9.4. Moderation visits

Due to the practical element of most OS components (see TQ specifications), it is expected that ephemeral student evidence will be generated. In these instances, the collection of high-quality evidence that clearly demonstrates students' abilities and supports the awarding of marks is an essential part of the assessment process.

The collection of appropriate and meaningful assessor evidence may be supported with a provider support activity by a City & Guilds moderator. The objective of the moderation activity is to observe and ensure that evidence gathered by assessors during the observation of the practical sections of the assessment is sufficient, valid and reliable enough to support any subsequent marking or moderation of the assessments.

This activity will take place when the first students are completing the practical assessment tasks.

Moderators will aim to see a task being completed in full, by a representative sample of students.

Moderators will provide verbal and written feedback on the validity, reliability and quality of the Internal Assessor evidence, as well as the administration of the practical task. This will include any immediate improvement actions that the providers should take.

## **9.5. External moderation**

External moderation is the quality assurance process for providers' marking of most Occupational Specialisms (see TQ specifications). Once provider marking is complete, City & Guilds moderators re-mark a representative sample of students' evidence for each assessment to determine how closely the provider's marking aligns with the national standard. This dictates whether providers are marking accurately, whether their marks can be accepted and, if not, how much they should be adjusted to bring them into alignment with the set standard.

Adjustments will be made by City & Guilds using regression analysis, so that the pattern of adjustments within the sample is applied across the entire cohort.

Where regression analysis cannot produce a reliable adjustment (usually where the pattern of adjustments is inconsistent) then a full re-mark will be required, completed by City & Guilds.

## **9.6. Qualification advisory activity**

The aim of the qualification advisory activity is to provide subject-matter expertise on the TQ, its delivery and assessment, as well as advice and support on quality assurance systems and procedures. TQAs will usually carry out this type of activity or alternatively a Technical Advisor.

The advisory activity is not the same as a moderation activity (used where Occupational Specialisms (OS) assessments are moderated), as the moderator focuses specifically on assessment of the OS. The TQA who carries out this activity will provide holistic or focused support in a particular area, whichever is deemed necessary.

## **9.7. Generic advisory activity**

Where issues relating to marking and/or standardisation are identified, the Quality team will arrange support from either the TQA, a moderator or the Lead Moderator/Principal Moderator for the subject area. This could include the TQA attending or delivering a standardisation session with the provider.

Where there have been issues with administration (such as registration, assessment entries (bookings), upload of evidence, use of systems, etc.), the Quality team may arrange for a support activity by the Quality Manager. The purpose of the activity will be to ensure that the provider understands the administrative requirements of the TQ and to provide one-to-one support to provider staff, through either a workshop or a group session.

Where necessary, the team may also request support from our Technical Advisors. Their role is to support the provider with teaching, curriculum planning and preparation for assessment. They may visit the provider to provide guidance and support. Where necessary, they may be accompanied by a Quality team representative.

Providers may request additional support from the Quality team at any point during the academic year. The team will agree with the provider the appropriate level of support.

## 9.8. Exam audits

All externally set and marked exams for the TQs must be delivered in line with the Joint Council for Qualifications (JCQ) [Instructions for conducting examinations](#) (ICE). This requirement is checked at the point of approval.

The Quality team are responsible for ensuring there is a sufficient level of monitoring of core exams carried out across all providers delivering the TQ. This will usually be on an annual basis, across the assessment windows and will be based on risk.

The team will plan unannounced exam audits using a team of trained City & Guilds Exam Auditors, who will review provider's compliance with City & Guilds and JCQ ICE requirements.

## 10. Registration and assessment entries (bookings)

### 10.1. Registrations

Registrations can be made either through Walled Garden catalogue, or through EDI (Electronic Data Interchange).

Registrations made through EDI must include registration for the Core Component and the Occupational Specialism (OS) as part of the EDI file. If this is not completed correctly providers may incur additional fees.

Providers are unable to register a learner for an Occupational Specialism (OS), before registering onto the Core Component. Please ensure you register your learners for their Occupational Specialism whilst registering their Core Component.

For detailed guidance on how to register your learners please see our registration, entries and results guide for T Levels available on our [T Levels Resource Hub](#).

### 10.2. Assessment entries (bookings)

Providers will be able to enter learners onto their Core Components (Paper 1, Paper 2 and Employer Set project [ESP]) from January each calendar year, as this is the start of the 'standard' entry window for the academic year.

Providers will not be charged for an entry, as long as this is a learner's first attempt, and the entry is made within the standard entry window.

For detailed guidance on how to make entries for assessments for your learners please see our registration, entries and results guide for T Levels available on our [T Levels Resource Hub](#).

#### 10.2.1. Core exams

Providers will need to enter learners onto Paper 1 and 2 as part of the same transaction. If you attempt to make an entry onto a single paper in Walled Garden, you will be forced to enter onto the other as well.

Both papers must be completed within the same exam series. Therefore, if a learner chooses to re-sit, then they will need to re-sit both papers and within the same exam series.

Fees apply for re-sit of the core exams.

#### 10.2.2. Employer Set Project (ESP)

Your learner may wish to sit the first attempt of their Paper 1 and 2 in a different assessment series to their Employer Set Project (ESP), if this is the case, please only book the appropriate assessment. We no longer require the first attempt of all assessments to be sat in the same series. A learner's re-sit of the ESP can also be completed in a different assessment series to Paper 1 and Paper 2.

The ESP does not need an entry making at the same time as Paper 1 and 2 (however this is strongly recommended).

### 10.3. Key dates

For full information and dates for the registration and entry windows each academic year, please see the key dates schedules published on our [T Levels Resource Hub](#).

## 11. Forms used for T Levels

We use a range of forms throughout the approval and quality assurance monitoring of our T Level Technical Qualifications. These are listed below, with the form reference.

Name	Form ref.	Description
<b>TQ Full Provider Approval application form</b>	TL-A1	Used by eligible providers to apply for Full Provider Approval with City & Guilds to deliver T Level Technical Qualifications.
<b>TQ Provider Approval Extension application form</b>	TL-A2	Used by an existing approved provider to apply to deliver additional T Level Technical Qualifications and/or additional occupational specialisms.
<b>Full Provider Approval outcome report</b>	TL-A1R	Completed by the TQA following their approval activity. It details the activity, any action / improvement plan and whether approval has been granted.
<b>Provider Approval Extension outcome report</b>	TL-A2R	Completed by the TQA following their approval activity. It details the activity, any action / improvement plan and whether approval has been granted.
<b>Approval Delivery Staff Review form</b>	TL-DS	Template used by providers to provide details and competency of all key staff involved in the delivery, assessment and internal quality assurance of a TQ.
<b>Provider annual self-assessment</b>	TL-SA	Annual self-assessment completed by all providers at the start of the academic year.
<b>Contact update form</b>	TL-CU	Form used to update the Quality team on any change of contact details.
<b>Moderation visit report</b>	TL-MVR	Completed following a Moderator visit to a provider.
<b>Moderation outcome report</b>	TL-FFR	Completed following moderation, including the outcome of moderation.
<b>Exam audit report</b>	TL-R3	Used to document exam audits and any action plan.
<b>Qualification / Generic Advisory activity report</b>	TL-R4	Used by TQAs, Quality team or Technical Advisors to summarise any additional support activity carried out.
<b>Approval action plan review report</b>	TL-R5	Completed by the TQA as a follow up activity to review actions and/or improvements set as part of approval.  Usually completed before the start of the academic year.

## Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

Should you require assistance, please contact us using the details below:

Monday - Friday | 08:30 - 17:00 GMT

T: 0300 303 53 52

E: [technicals.quality@cityandguilds.com](mailto:technicals.quality@cityandguilds.com)

W: [www.cityandguilds.com/tlevels](http://www.cityandguilds.com/tlevels)

Web chat available [here](#).

Visit our [T Levels Resource Hub](#).

The T Level is a qualification approved and managed by the Institute for Apprenticeships and Technical Education.

T Level is a registered trademark of the Institute for Apprenticeships and Technical Education.

'Institute for Apprenticeships & Technical Education' and logo are registered trademarks of the Institute for Apprenticeships and Technical Education.

© 2023 The City & Guilds of London Institute. All rights reserved.

City & Guilds is a charity established to promote education and training registered in England & Wales (312832) and Scotland (SC039576). 5-6 Giltspur Street, London, EC1A 9DD.