City& Guilds

T Levels: Employer Set Project

Guidance for Providers to help prepare and deliver the assessments, and uploading evidence

Agenda

1   Aims of this webinar - Overview of Employer set project (ESP) – common issues

2   Reminder of timelines

3   Preparing for ESP assessments – How can we support you

4   Completing assessment documentation

5   Uploading candidate evidence

6   Evidence issue resolution process

7   Resources available for support

8   Q&A

Aims of this webinar

Aim of this webinar

Hope to avoid issues and need to contact you

Provide system support and guidance

Avoid delays in marking process

03

02

04

Support you with tips on preparation and upload of evidence

01

05

Ensure your candidates can get their results on time

What is the Employer-Set Project (ESP)?

The Employer-Set Project assessment is a project made up of a number of tasks, based on a real-life work-based problem. The assessment is designed to allow candidates to show how they can tackle problems using the Core knowledge and skills.
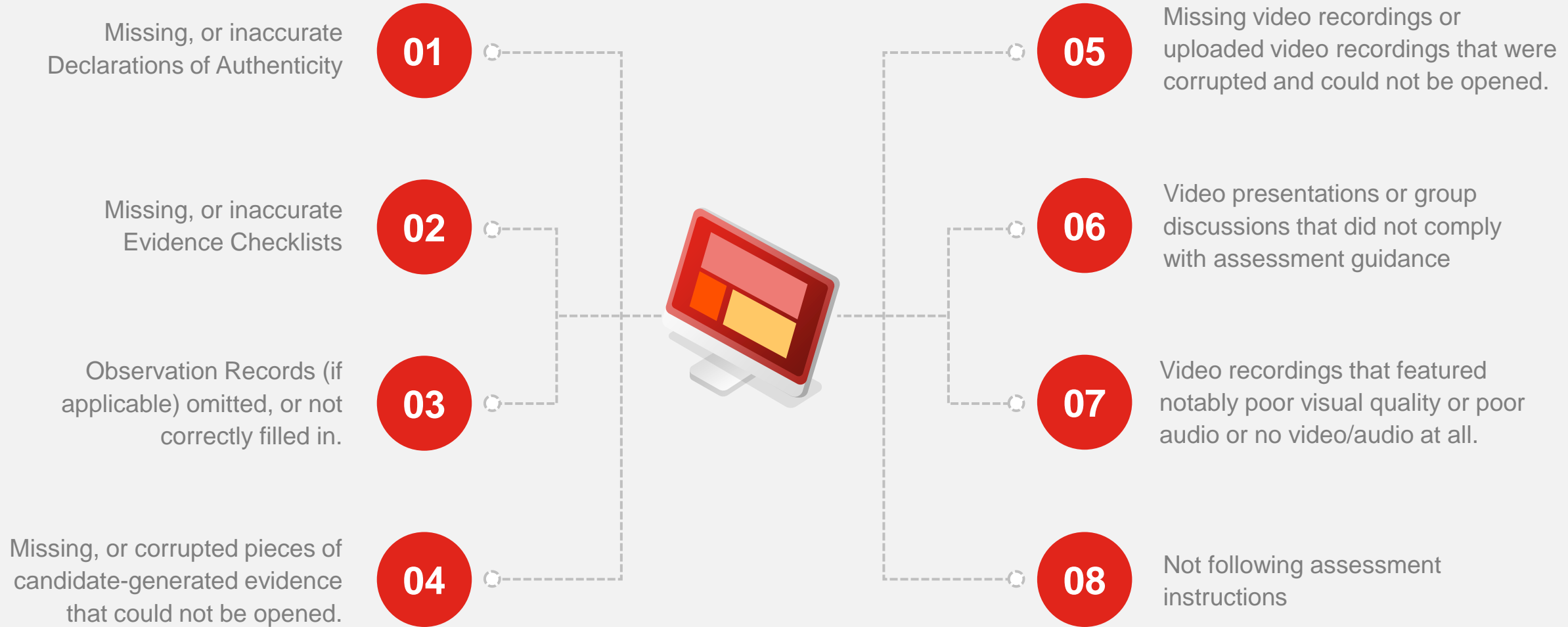
It is externally set and externally marked by City & Guilds. Providers are responsible for the delivery of the assessment in line with the guidance provided, gathering candidate evidence, and submitting this to City & Guilds for marking.

All available evidence for every candidate who has attempted the ESP assessment must be submitted for marking via Walled Garden ahead of the published deadlines for each assessment series.
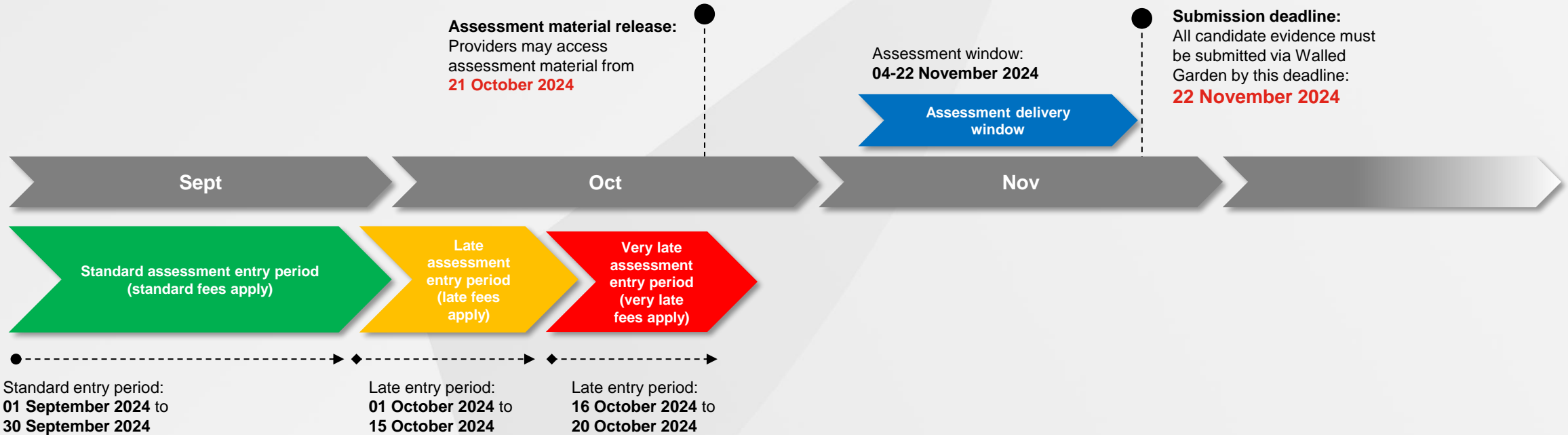
Learning lessons from previous series

Common themes in evidence issues from previous series, which we are looking to address:

01 Missing, or inaccurate Declarations of Authenticity

02 Missing, or inaccurate Evidence Checklists

03 Observation Records (if applicable) omitted, or not correctly filled in.

04 Missing, or corrupted pieces of candidate-generated evidence that could not be opened.

05 Missing video recordings or uploaded video recordings that were corrupted and could not be opened.

06 Video presentations or group discussions that did not comply with assessment guidance

07 Video recordings that featured notably poor visual quality or poor audio or no video/audio at all.

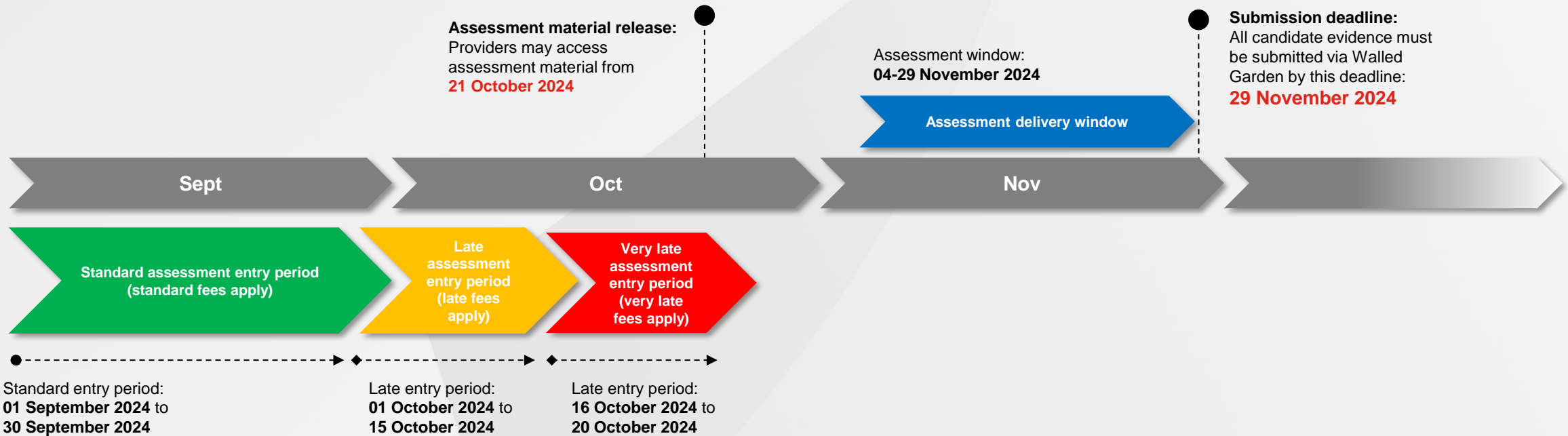**08** Not following assessment instructions

Reminder of timelines

T Levels Employer-Set Project **Autumn 2024 timeline:** Engineering and Manufacturing, Agriculture Land Management and Production

City&Guilds

Assessment material release:
Providers may access assessment material from **21 October 2024**

Assessment window: **04-22 November 2024**

Submission deadline:
All candidate evidence must be submitted via Walled Garden by this deadline: **22 November 2024**

Assessment delivery window

Sept | **Oct** | **Nov**

Standard assessment entry period (standard fees apply)

Late assessment entry period (late fees apply)

Very late assessment entry period (very late fees apply)

Standard entry period: **01 September 2024** to **30 September 2024**

Late entry period: **01 October 2024** to **15 October 2024**

Late entry period: **16 October 2024** to **20 October 2024**

T Levels Employer-Set Project **Autumn 2024 timeline:**
Onsite Construction, Building Services Engineering, Management and Administration

City&Guilds

Assessment material release:
Providers may access assessment material from **21 October 2024**

Assessment window:
04-29 November 2024

Submission deadline:
All candidate evidence must be submitted via Walled Garden by this deadline: **29 November 2024**

Assessment delivery window

| Sept | Oct | Nov | |

Standard assessment entry period (standard fees apply)

Late assessment entry period (late fees apply)

Very late assessment entry period (very late fees apply)

Standard entry period:
01 September 2024 to **30 September 2024**

Late entry period:
01 October 2024 to **15 October 2024**

Late entry period:
16 October 2024 to **20 October 2024**

Submission deadline

T Level Technical Qualification	Autumn Series ESP submission deadline
• 8730 Engineering and Manufacturing • 8717 Agriculture Land Management and Production	**22 November 2024**
• 8711 Onsite Construction • 8710 Building Services Engineering • 8715 Management and Administration	**29 November 2024**

Late submission of evidence

Providers that do not submit all required evidence to City & Guilds for marking by the published date (above) will incur a late submission administrative fee.

Further information can be found on the City & Guilds Centre Charges List.

Extensions

Extensions to the assessment window will only be granted where a need has been identified relating to a Special Consideration. Extensions are granted on a candidate basis and each request must have a separate Special Consideration request submitted. Further detail on our Special Consideration Policy and the form used to request Special Consideration can be found within the City & Guilds Centre Document Library under Access Arrangements

Preparing for ESP assessments

Assessment guidance

City & Guilds will use the <u>T Level Service Portal</u>. To release the live ESP assessment materials securely to Providers.

The materials will only be made available to those Providers who are approved, have valid registrations and have booked their candidates onto the ESP for the specific assessment window (series).

Once downloaded, Providers must keep all assessment materials stored securely at all times.

- Find the correct qualification in the 'Course' tab.

- Select 'Evidence'.

- Download the zip file.

- Select the information button to reveal the password for password-protected documents.

Providers should take time to familiarise with the guidance ahead of the assessment window when the assessments must take place.

Preparing candidates

In previous series, we have encountered issues where documentation which is produced / saved by the candidates themselves, is not completed accurately or in full.

In preparation for this, we advise:

- Ensure candidates know their unique City & Guilds enrolment number (ENR).

- Provide candidates with the 'header templates' for any evidence that will be generated electronically.

- If notes are handwritten (and later scanned in), ensure candidates write their name and enrolment number clearly

We have also observed some examples where the **assessment conditions** are perhaps not known to the candidates.

- Provide candidates with the guidance material appropriate to each task they must complete.

- Ensure candidates are aware of time restrictions for all tasks.

Evidence gathering: files

Where the minimum evidence requirements have not been submitted or the quality of evidence is insufficient to make a judgement, any judgement will be based on the evidence that <u>has been</u> submitted. Where this is insufficient to provide a mark, a mark of zero may be given.

Please ensure that larger files (such as videos) are compressed to reduce their size – if you need to do this, there are tools which can support you with this activity.

We do not require video files to be of Full High Definition (HD) quality, they just need to be *of reasonable quality and without pixelation*.

The list on the right shows the permitted file types that can be uploaded to Walled Garden.

Where a Provider has accepted or generated evidence in other formats, these **must** be converted to the acceptable file formats before uploading. It is up to the Provider to convert where required and must be planned in advance to avoid late submissions which could result in late results.

Type	Formats		
Image	.jpeg	.jpg	.gif	.png
Audio	.mp3	.wav		
Video	.mp4			
Word	.doc	.docx		
Excel	.xls	.xlsx	.csv	
PowerPoint	.ppt	.pptx		
PDF	.pdf			

Video recordings: technical advice

Before delivering any task that requires video evidence to be captured, it is important that the video and audio is <u>tested</u> before and after.

This includes understanding the video file size that will be generated: video quality may need to be reduced to ensure manageable file sizes.

You must ensure all files are **no more than 2.5GB in size**. It is recommended that lower resolution formats for videos are used when recording to achieve this.

In order to manage the size of the video files, we suggest recording videos at a resolution of 720p (1280x720) rather than 1080p (1920x1080).

A resolution of 720p will likely result in files less than half the size of 1080p, usually with no significant impact on quality.

Typical file sizes for videos are 4 - 90MB per minute for 720p and 6 – 130MB per minute for 1080p, depending on compression setting and the amount of movement recorded in the scene.

By sticking to 720p, you should be able to ensure that all video files recorded have a file size of less than 2.5GB, as required.

Hardware test run

Please consider the environment and recording equipment prior to the assessment commencing.
Test the equipment being used for recording, and consider how it will look / sound within the video recording, to ensure video and audio are of acceptable standards and can enable marking to take place.

Video recordings: ensuring suitable environments

For tasks within the project where there is a requirement to submit video evidence, the evidence must meet the following minimum requirements:

Providers must ensure that this evidence can be easily matched to the correct candidate and task, is clearly shot, well-lit and shows the areas of particular interest in sufficient detail and clarity for assessment

To achieve this, please ensure the assessment tasks are recorded in a suitable environment:

- The room should be well lit, and the candidate(s) should be clearly visible on the recording.
- The candidate(s) and tutors should be clearly audible throughout the entire recording.
- The candidate(s) should clearly identify themselves prior to commencing the task – this helps the marker to ensure they are watching the video of the correct candidate. They may state their name and enrolment number, and/or show a candidate ID card.

The video must show the full length of the candidate standing on the recording when executing presentation tasks.

If a candidate is medically exempt or injured, they may be seated during the presentation. Please contact policy@cityandguilds.com to discuss access arrangements.

A second attempt at recording the assessment is not permitted if videos are found to be unsuitable at a later date.

Video recordings: audio

A microphone, separate from the recording device, should be considered to ensure good quality audio can be captured.

For presentation tasks, the microphone should be close to, or on the candidate (e.g. a lapel microphone).
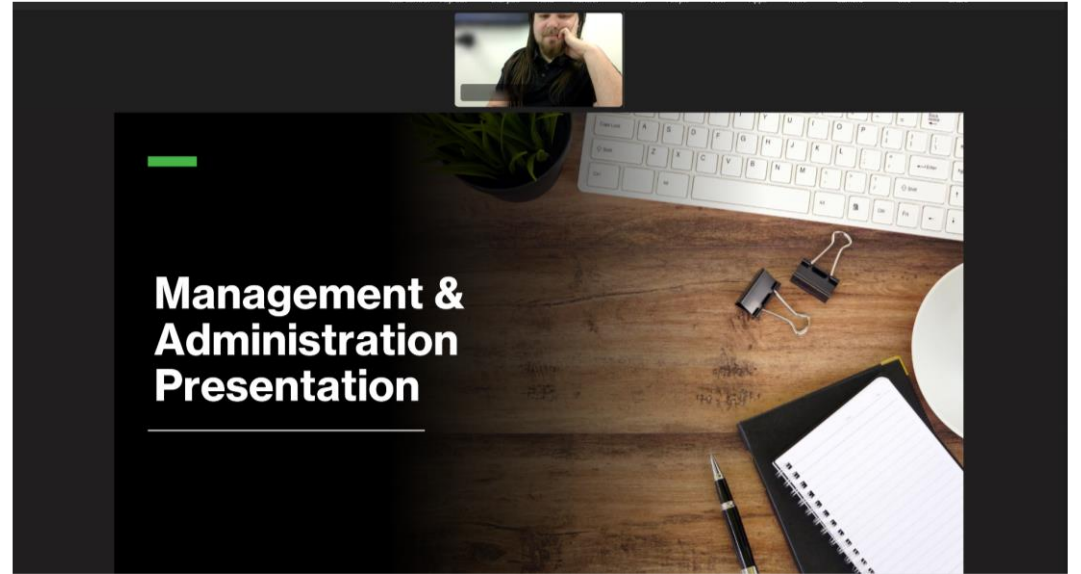
For group discussions, the microphone should be placed between the candidates i.e. the area they are projecting their voice towards – this may not be towards the video recorder (e.g. use of a desk microphone)

Examples
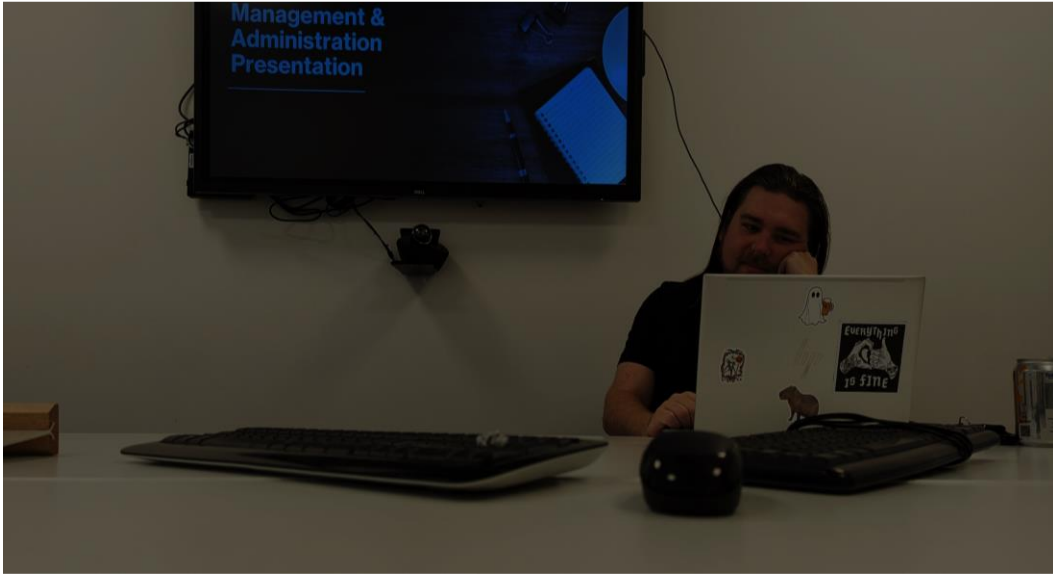
X **Too dark**

X **Sitting down (assessment guidance asks that the candidate is standing to present)**

X **Unable to identify candidate (no ID)**

X **Poor audio**

X **Teams call**

Examples

✓ **Candidate is standing for the presentation**

✓ **Good lighting and angle**

✓ **Candidate can be clearly heard**

Special consideration

- We apply special consideration following the JCQ guidance [Centre document library | City & Guilds (cityandguilds.com)](https://www.cityandguilds.com).

- When requests are received, it's not possible to reply to everyone, however, we will inform the applicant if a request is rejected.

- After results are issued, the tariff or estimated mark applied can be identified by comparing the mark breakdown to the results slip.

Examples of common issues:

Candidate is ill and misses a day of the assessment	Candidate is ill for the whole assessment window	Video recording is reviewed before uploading
⬇	⬇	⬇
The assessment can be rescheduled within the window.	Enter the candidate for the next series	If the sound is missing, you can apply for special consideration.
⬇	⬇	
An application for special consideration is not required	If it's their final series, apply for special consideration	

Completing
assessment
documentation

Completing assessment evidence

Declaration of Authenticity

Evidence Checklist

Candidate-generated evidence

Tutor observation records

Video file evidence
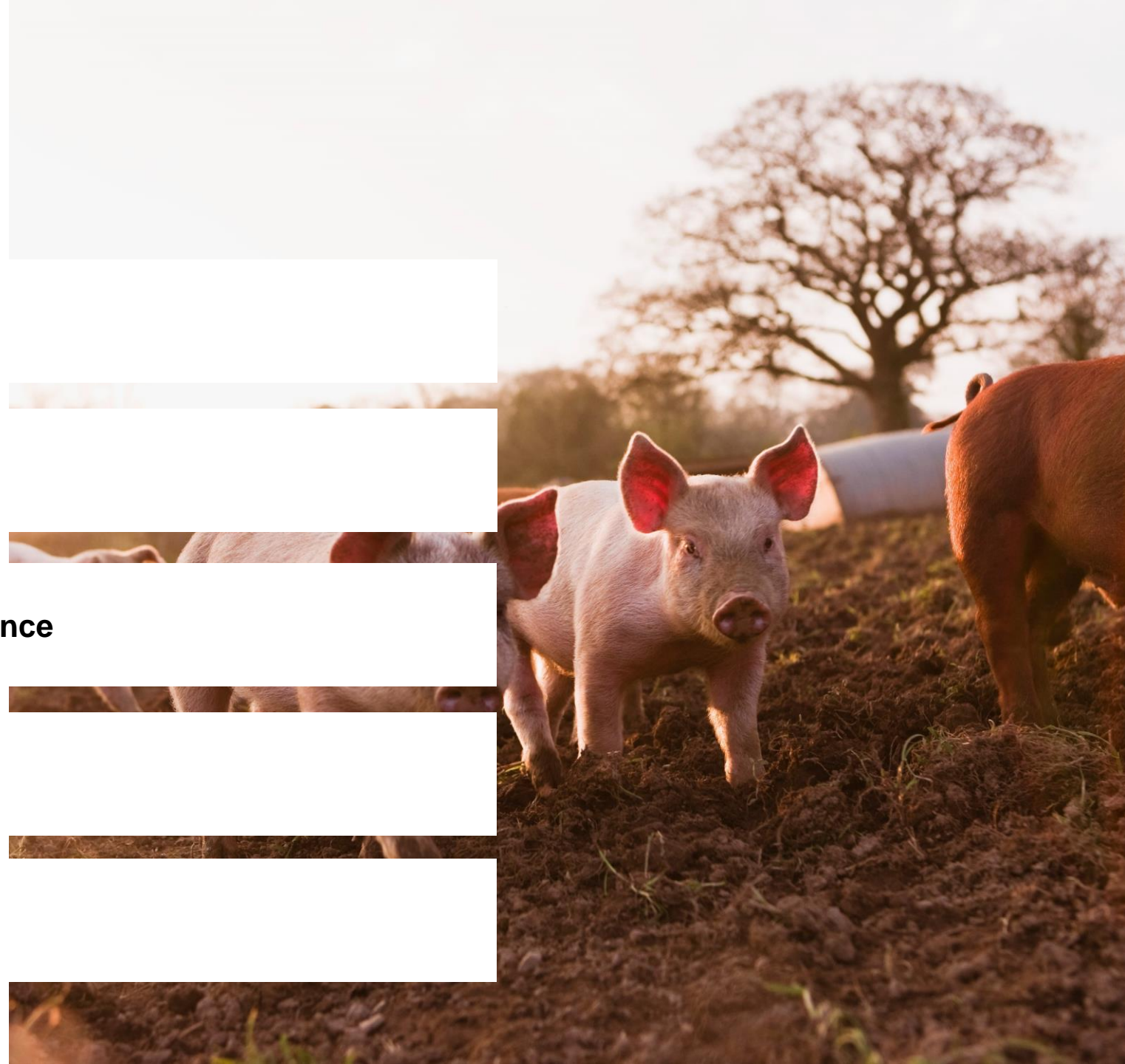
Declaration of Authenticity

This document is mandatory for marking.

The Declaration of Authenticity allows us to authenticate the candidates' work as their own. Only one declaration needs to be completed per candidate and covers all tasks within the assessment.

Where the candidate or tutor is unable to or does not confirm authenticity through signing a declaration form, the work will not be accepted for marking and a mark of zero will be given. If any question of authenticity arises, the Provider may be contacted for justification of authentication.

Any delay in submitting a completed declaration or responding to any queries will potentially delay the release of results.

Ensure all qualification and candidate details are accurately inputted into the header.

Include an explanation of any additional support that has been provided to the candidate.

Ensure the form is signed and dated in the correct boxes by both the candidate and tutor.

Evidence Checklist

This document is mandatory for marking: An incomplete or incorrectly completed Evidence Checklist could lead to delayed results while further information is requested from the Provider.

This form must be completed by the Provider and submitted to City & Guilds along with the candidate's evidence. The form supports Provider staff involved in the uploading of the evidence to the City & Guilds Walled Garden by identifying any evidence that is known to be missing – for example a candidate did not attempt a task, or the evidence has been lost. It is important to:

- include the correct 'Issue code'

- upload evidence (where available) even if it contains issues.

Employer-Set Project - Evidence Checklist

8715-30 T Level Technical Qualification in Management and Administration

8715-033 Core: Employer-Set Project (Summer 2024)

Candidate name	Jane Doe
City & Guilds Candidate No.	0000001
Date	25/05/2024

Provider name	Test Centre
City & Guilds Provider No.	99999999

I confirm that all files (as appropriate) have been checked for (please tick):
- ☐ Adherence to City & Guilds filename convention requirements
- ☐ Video quality
- ☐ Audio quality
- ☐ Acceptable file size (less than 2.5Gb)

Task	Evidence expected for marking	Evidence to be uploaded? (Y/N)	Issue code (if applicable)? See list and guidance on following page
1.1 Investigate the project brief	PESTLE analysis	Y	
	SWOT analysis	Y	
	Research outcomes summary table	Y	
	Outline of two possible approaches	Y	
	Cost benefit analysis with your selected approach clearly identified	N	L2
1.2 Project Initiation Document (PID)	A PID	Y	
1.3 Project Plan	Project plan-on-a-page	Y	
	Written summary statement	Y	
1.4 Presentation	Presentation materials including presentation slides, any presenter notes, and any handouts	Y	
	Video recording of presentation	Y	
	Observation Record form	Y	
2.1 Collaborative Problem solving	Preparation for discussion notes	Y	
	Managing Director report	N	L2

Candidate and qualification details must be correctly entered.

Confirmation of files must be appropriately ticked.

A 'Y' (Yes) or 'N' (No) must be entered next to every piece of required evidence within the checklist and must align with all evidence uploaded to Walled Garden.

Evidence Checklist – Issue Codes

This document is mandatory for marking: An incomplete or incorrectly completed Evidence Checklist could lead to delayed results while further information is requested from the provider.

Issue codes must be entered where evidence is missing or incomplete. It is vital that these are inputted accurately, and they should reflect every file that is uploaded to Walled Garden.

Task	Evidence expected for marking	Evidence to be uploaded? (Y/N)	Issue code (if applicable)? See list and guidance on following page
2.1 Collaborative Problem solving	Staff email	N	L2
	Video recording of group discussion	Y	P2
	Observation record form	Y	
2.2 Evaluation	Evaluation account	Y	

Where evidence cannot be provided **or** it contains issues, please use the appropriate code below:

Learner related	Provider related
L1 – Evidence generated by learner but not saved by learner	P1 – Evidence lost by provider
L2 – No evidence generated by learner	P2 – No/poor audio on recording
L3 – Other learner issue (please provide details in table below)	P3 – No/poor visual on recording
	P4 – Incomplete recording
	P5 – File has been corrupted
	P6 – Other provider issue (please provide details in table below)

Provider comments:

Task	Comments
2.1 Discussion Recording	Sound cuts off a minute before the end of the recording due to an error when compressing the file.

Completion / Sign-off

Name	John Smith
Signature	X John Smith
Role	Tutor
Date	24/05/2024

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

Issue codes can be referenced from the table and inputted into the box beside missing or poor-quality evidence.

Where a Provider-related issue code is present, further explanation should be inputted into the 'Provider comments' section.

The evidence checklist should be correctly signed and dated once complete.

Candidate-generated evidence

All evidence produced by the candidate should be uploaded to Walled Garden:

- Word documents

- Excel files

- PowerPoint presentations

- Handwritten notes

- Drawings or diagrams

Providers are responsible for ensuring all candidate-generated evidence is accounted for. Ensure it is not accidentally misplaced or destroyed prior to uploading.

Evidence Headers included within the Resource Pack should be present within all evidence and should correctly identify the candidate.

Observation Records

If provided this document is mandatory for marking.

Observation records are mandatory for certain TQ's, please ensure if an Observation Record has been provided, that it is completed.

When a candidate completes a recorded presentation or discussion, the observing tutor should complete the Observation Record.

The form should be completed based on an individual candidates' performance, not for multiple candidates within a group discussion.

Employer-Set Project Observation Record

(Task 1.4 Presentation)

8715-30 T Level Technical Qualification in Management and Administration

8715-033 Employer-Set Project

Candidate name	Jane Doe
City & Guilds candidate No.	00000001
Date	10/04/2024

Provider name	Test Centre
City & Guilds Provider No.	99999999

Record observation notes below to inform external marking. Notes must be detailed, accurate and differentiating. They should identify areas of strength and weakness to distinguish different levels of performance quality for each of the prompts below. Notes do not need to duplicate information that will be seen by markers in other evidence submitted for the task, eg presentation slides, instead they should focus on things that are observed.

Evidence of core knowledge and skills being applied to the brief

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse hendrerit dignissim pellentesque. Aliquam vel rutrum justo. Proin gravida sed magna non dignissim. Aliquam urna ligula, gravida at neque vitae, tristique sodales ex. Suspendisse cursus, ligula sit amet pretium congue, tortor eros porttitor turpis, nec porta ipsum mi ut tortor.

Presentation technique and use of technical language

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Communication with the audience

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse hendrerit dignissim pellentesque. Aliquam vel rutrum justo. Proin gravida sed magna non dignissim.

Ensure all candidate details are correct.

All text boxes should be filled in with reasonable and accurate detail.

Ensure the document is signed and dated by the observing tutor.

Use of digital skills

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse hendrerit dignissim pellentesque. Aliquam vel rutrum justo. Proin gravida sed magna non dignissim. Aliquam urna ligula, gravida at neque vitae, tristique sodales ex.

Tutor questions to candidate	Candidate responses
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	• Suspendisse hendrerit dignissim pellentesque. • Aliquam vel rutrum justo. • Proin gravida sed magna non dignissim.
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	• Suspendisse hendrerit dignissim pellentesque. • Aliquam vel rutrum justo. • Proin gravida sed magna non dignissim.
Lorem ipsum dolor sit amet, consectetur adipiscing elit.	• Suspendisse hendrerit dignissim pellentesque. • Aliquam vel rutrum justo. • Proin gravida sed magna non dignissim.

Any other aspects

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Tutor signature	Date
X John Smith	10/04/2024

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

Uploading candidate evidence

Preparing evidence for upload

All candidate evidence must be appropriately titled before being uploaded to Walled Garden to make it clear what each file contains and which candidate it belongs to. Clear labelling supports the assessment process, as it indicates what piece of evidence each file contains and how it relates to the project. Evidence must have a file name that clearly indicates the content of the document (City & Guilds enrolment number / task / type of evidence).

- *XYZ1234 8710-033 Task 1.1 research notes* is an appropriate and clear example.

Files with duplicate names cannot be uploaded to Walled Garden. If an error was identified with evidence and it must be reuploaded, please include 'updated' within the filename.

Labelling must be consistent throughout the cohort, with each candidate's evidence using the same file naming conventions. Each piece of evidence (including Observation Records) must be in a separate file.

Verify that the files for each candidate match the evidence listed as available on the Evidence Checklist.
- It is recommended to fill in the Evidence Checklist as documents are being uploaded to Walled Garden to ensure accuracy.
- Files cannot be deleted from Walled Garden. Please ensure the correct documents are being uploaded in the first instance

Ensure a candidate's work is accessible.
- It is not password protected.
- The file can be opened.

Ensuring all evidence files are clearly titled will also assist any staff uploading evidence to Walled Garden. Mistakes can be quickly identified and rectified prior to submission.

Preparing for upload

Ensure that any staff responsible for evidence uploads have access to Walled Garden.

- Only the primary account holder can create other accounts for members of staff. See the guide on how to do it here.

- City & Guilds do not create Walled Garden accounts on your behalf.

Save the evidence to an approved and secure cloud storage such as Microsoft OneDrive or Microsoft SharePoint.

- Make sure that the tutors and exam team members have access to it and know how to use it – this ensures that if a member of staff is on leave or off work, the evidence can still be accessed and reuploaded by other colleagues if an issue is encountered.

Walled Garden

All Employer Set Project evidence is uploaded through Walled Garden:

1. Log into Walled Garden

2. Select 'Data Services'

3. Select 'Evidence Management'

4. Make sure you choose a correct academic window

5. Input the Assessment code to see a list of all candidates

6. If you need to find a specific candidate, input their ENR into the Enrolment Number box or their name into the candidate name box

7. Click Search

999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3010	FTG5766	HANNAH MORRIS	Submitted
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3020	FTG5656	JOE COOKE	Submitted
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3030	FTG5717	HALEEMA CARNEY	Submitted
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3040	FTG5754	TAMARA MAROOF	In Progress
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3050	FTG5864	LIZ ATKINSON	Submitted
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3060	FTG5644	AMY HARTLEY	In Progress
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3070	FTG5621	LAURA ENGLISH	In Progress
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3080	FTG5827	ANTHONY CULLEN	In Progress
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3090	FTG5705	BETHANY GARBUTT	In Progress
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114119868-3100	FTG5815	JORDAN MCARDLE	In Progress
999990	8710-30	8710-033	Core: Employer-Set Project	Summer 2025	0114122104-3010	FTJ4978	CALUM DION	Submitted

Once you see a list of all the candidates click on the candidate you are uploading evidence for.

If you can't see the candidate on the list, it is possible they don't have a booking. Late bookings can be made via Walled Garden, but if we are into the "very late booking window", you must contact our Customer Support team

Uploading evidence
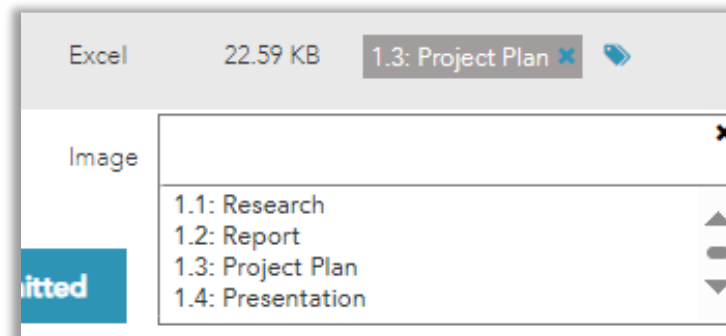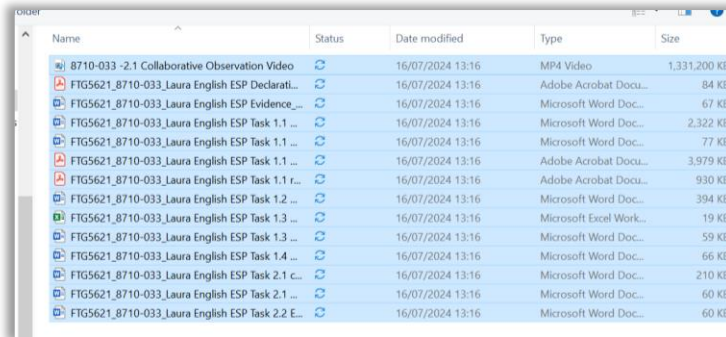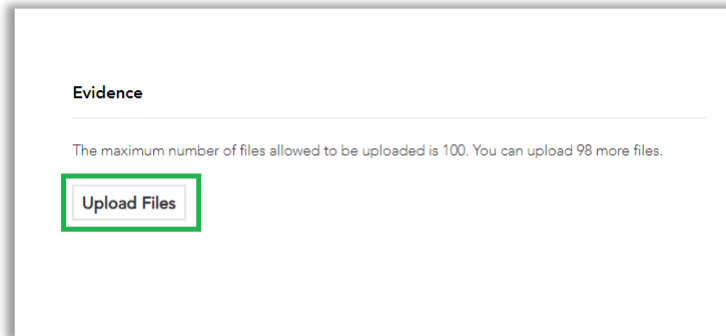
- Click 'Upload files'. You can no longer delete files from Walled Garden. If you uploaded an incorrect file just upload a new one with different name (e.g. FILE_NAME_v.1 and include "updated" within the filename)

- Go to the relevant folder on your device. Select the necessary file, or press Control + A to upload all files. Press 'Open' to start uploading.

- Each piece of evidence uploaded must then be tagged against the relevant assessment task that it relates to.

Please note: Large files such as videos will take considerably longer to upload, and speed will depend on your bandwidth - so please be patient. Ensure that videos are the right size/format.

Saving & Submitting

Evidence

The maximum number of files allowed to be uploaded is 100. You can upload 99 more files.

Upload Files

File Name	Upload Date	Upload User	File Type	File Size	Tags		Actions
Evidence Checklist.pdf	10.05.2024			1.18 MB	Evidence Checklist ✕ 🏷		Delete

Save   **Work Not Submitted**   **Submit**

Press 'Save' if you still have evidence to upload against the candidate.
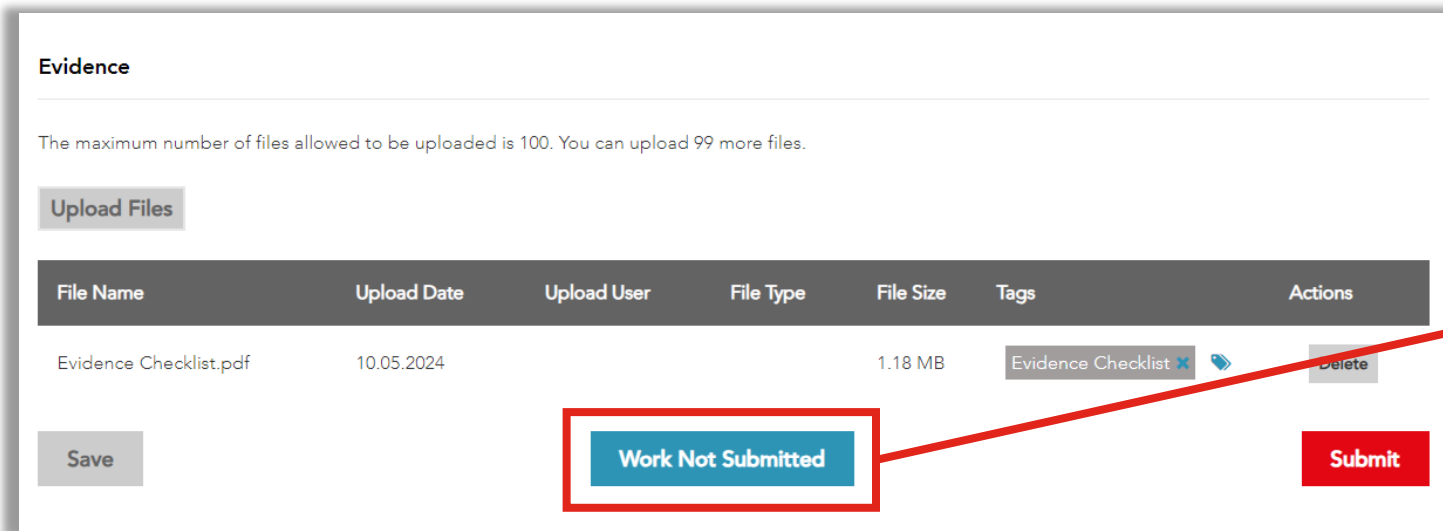
Press 'Submit' to confirm all evidence is uploaded for this candidate.

You will not be able to upload additional evidence after pressing 'Submit', so ensure all required documents are uploaded.

Work Not Submitted

If the candidate has not completed any work for the assessment, they must be entered as 'Work Not Submitted' within Walled Garden. No documents are needed to be submitted to confirm this.

If the candidate has withdrawn or disengaged with the assessment midway through the qualification, all existing evidence and a completed Declaration of Authenticity should still be uploaded - their work will still be marked.

The 'Work Not Submitted' button is found at the bottom of the candidates' Walled Garden upload page.

Escalating evidence issues: our process

Contacting Providers if evidence issues are encountered

Using your Senior Designated Contacts as provided to us as part of the Ofqual Delivery of Results (DoR) checkpoint activity in 2024 (previously referred to as VTQ checkpoint), we will initially contact the **Senior Designated Exam Office Contact** and **T Levels Lead**. We will highlight the evidence issue(s) and to ask that the issues are resolved within 2 working days. If this is not achievable, we will work with you on a resolution date.

Where we encounter a lack of response or resolution, we will escalate to the Senior Designated Contact at your centre.

Senior Designated Contact

This person must have the authority to access all information and progress decisions swiftly throughout the academic year for all matters relating to the delivery of qualifications in scope of Ofqual's VTQ Timely Results.

They must hold a senior position within the centre, such as a Senior Leadership Team (SLT) representative with responsibility for qualifications delivery or a Deputy Head / Vice Principal.

All escalations will be made to this person for any issues that arise during the academic year.

They will take overall accountability to ensure;

- All estimated completion data is submitted accurately by the published deadline as part of the VTQ Checkpoint.
- That all relevant assessment marks, grades and evidence are submitted to us no later than the published deadline.
- Every student has marks / grades submitted to enable them the opportunity to complete their qualification (i.e. the Rules of Combination are met).

Senior Designed Exam Office Contact

Each centre must allocate **one** Senior Designated Exam Office Contact.

This person must be the most senior contact within the centre's exam office and will take overall responsibility for ensuring the timely completion of the VTQ Checkpoint Activity and ensure that;

- Registrations and all applicable assessment entries are made in Walled Garden for each learner by the published deadline.
- Student registration and booking data are accurate and up to date throughout the academic year.
- No duplicate bookings are made for the same assessment, or bookings for assessments that are not required.
- All students have a single enrolment number, and that any discrepancies (i.e. a student enrolment merge is required) are resolved prior to results being issued.
- All students undertaking an exam have the relevant booking, prior to sitting the exam.
- Exams are administered correctly to JCQ ICE requirements, and that all paper scripts are securely packaged and returned to the correct address on time and via recorded delivery.

Qualification Leads

Each centre should allocate an overall Qualification Lead for each of the qualification groups in the scope of the Ofqual VTQ Timely Results.

Qualification leads are who we will communicate with regarding T Levels, Technical Qualifications and/or Extended Project Qualification (EPQ). Each person has overarching responsibility for the delivery of the qualifications in each group.

Quality Nominee

Each centre must allocate **one** Quality Nominee.

The Quality Nominee is the point of contact for your centre for all quality assurance matters. They will be involved in monitoring and supporting quality assurance for T Levels, Technicals and the Extended Project Qualification (EPQ) at your centre.

Our contact process if evidence issues are identified

Who we initially contact:

To: Senior Designated Exams Office Contact

Cc: T Level Lead

We will contact you as soon as we identify an issue with a candidate's evidence, asking for resolution within 2 working days.

If we have had no response or resolution of the issue, we will remind again after the 2 working days.

Failure to action the previous requests will lead to a further communication to your **Senior Designated Contact** for escalation (principalship)

Any further lack of response will require intervention from our Investigation & Compliance team who will then contact you

01 Initial Contact

02 Reminder

03 Escalation

04 Compliance concerns
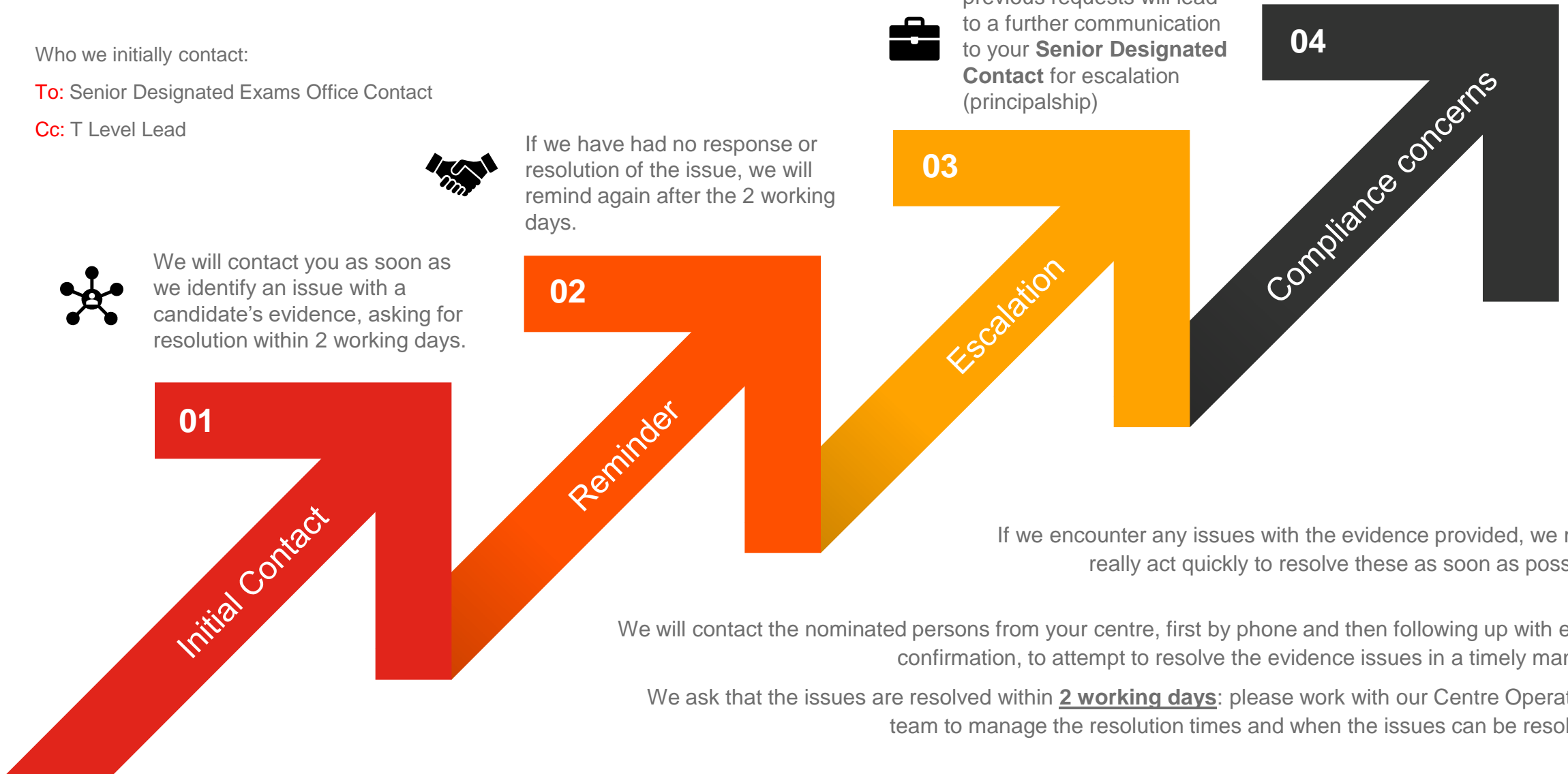
If we encounter any issues with the evidence provided, we must really act quickly to resolve these as soon as possible.

We will contact the nominated persons from your centre, first by phone and then following up with email confirmation, to attempt to resolve the evidence issues in a timely manner.

We ask that the issues are resolved within **2 working days**: please work with our Centre Operations team to manage the resolution times and when the issues can be resolved.

Resources available for support

Don't leave it until the last minute!

- Set yourself a steady and achievable timeframe

- Check you have collected each piece of work from every candidate.

- Upload all evidence within your set timeframe.

- Allow this time to check all work is present before submitting.

- If work is missing, use the extra time to collect any outstanding evidence.

- Remove additional stress by uploading the evidence before the deadline.

- Avoid a slow connection by uploading the evidence before the deadline.

Support and Guidance

Navigating the City and Guilds Website and resources
Website navigation video for T Level support materials (youtube.com)

The T level Resource Hub Resource Hub - T Levels | City & Guilds (cityandguilds.com)

Assessment resources and guidance can be downloaded from the T Level Service Portal.

T Levels Providers information T Levels for Providers - T Levels | City & Guilds (cityandguilds.com)

Centre Operations contact details:

Phone: 0300 303 5352

Email: centreoperations@cityandguilds.com

Q&A