

Technical: instructions for marking examiners

Version 4.0

Version and date	Change detail	Section
2.0 April 2017	Clarification added on the different examiner roles	1.3 Examiners, 1.3.1 Chief Examiner, 1.3.2 Examiner
	Further clarification added on the information required to complete examiner reports	1.11 Examiner's reports
	Number of days to receive paper-based scripts on marking platform amended	1.6.1 Availability of scripts
	Additional guidance added on when examiners may begin marking	1.6.3 multiple markers
	Reporting potential malpractice email address added	1.13 Malpractice
	Reference to recording the number of scripts marked using a claim form removed	1.15 Payment of fees and expenses
	Table amended	Appendix B Examiner's report
3.0 February 2018	Guidance on examiner's report and qualification reports added	1.11 Examiner's report & Qualification report
	Additional guidance post standardisation meeting added.	1.6.3 Multiple markers
	Appendix B title amended	Appendix B Examiner's report for multiple markers
	Appendix C renamed to Appendix D	Appendix C Qualification report for Chief Examiners and Single Markers
	New Appendix C added	Appendix D
4.0 February 2019	Additional examiner roles and supply of services added	1.3, 1.3.1 - 1.3.5
	Additional guidance added	1.6.2 single marker
	Platformservices@cityandguilds.com email address changed to	1.6 Marking period
	masterdataservices@cityandguilds.com	1.7 Marking procedures

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1.1 General

These notes are intended to provide general guidance and information to examiners involved in marking externally set, externally marked Technicals theory examinations. The guidance is to assist in ensuring uniformity of approach by examiners appointed by City & Guilds.

It is expected that examiners carry out their own marking and associated tasks. They must not delegate any tasks or share responsibility for marking without first obtaining the agreement of City & Guilds.

Additional guidance materials will be provided to examiners on using electronic marking systems and information on standardisation and awarding meetings.

1.2 Technicals examinations

Externally set, externally marked examinations for each qualification will take place twice a year. The second sitting allows candidates the opportunity to sit the examination as a first attempt or to re-sit to improve their original grade. Candidates may have the choice to sit their examinations either online or as a paper-based option. Marking for both forms will occur electronically.

1.3 Examiner roles

There are five roles associated with the marking of Technicals examinations, these roles are listed below and include the services to be supplied.

1.3.1 Chief Examiner – Services to be supplied

Fees will be paid for attendance at all meetings and for any sampling of marking. Payment for all other work will be considered part of the Services. A Chief Examiner can also act as a Principal Examiner, Team Leader or Marking Examiner.

- Maintain and monitor the standards for assessments (externally marked examinations and synoptic assignments) across a suite of qualifications
- Monitor the standards of the Principal Examiners
- Advise Principal Examiners on assessment setting and marking
- Participate in the Question Paper Evaluation Committee meetings for all assessments across the suite of qualifications
- Review and approve, on receipt of the Scrutineer's report, any changes required to question papers and mark schemes in consultation with the Principal Examiner
- Attend standardisation of markers meetings
- Sample the marking of the Principal Examiner when they are the sole Marking Examiner for an examination
- Prepare for and lead the awarding meeting
- Prepare for and lead the review of marking meeting (as required)

- Review, edit and approve Principal Examiner reports and produce qualification reports
- Advise on queries and enquiries concerning the specification and assessments as requested by City & Guilds
- Participate in meetings related to the subject at the request of City & Guilds
- Undertake training as requested by City & Guilds

1.3.2 Principal Examiner – Services to be supplied

Fees will be paid for attendance at all meetings, and for any marking, sampling of marking and setting that is undertaken. Payment for all other work will be considered part of the Services.

- Produce the examination paper and associated mark scheme within agreed timescales, taking into account, and updating, the test record to show full coverage of content over a series of examinations
- Ensure that the examination paper complies with the test specification and a complete, comprehensive draft mark scheme is submitted prior to the Question Paper Evaluation Committee (QPEC) meeting
- Participate in the QPEC meetings
- Review and approve, on receipt of the Scrutineer's report, any changes required to question papers and mark schemes in consultation with the Chief Examiner
- Sign off final copy of examination paper and mark scheme
- Act as a Marking Examiner
- Prepare for and lead standardisation of Marking Examiners meetings/ if responsible for multiple-choice tests, the examiner will respond to queries raised through item analysis checks.
- Monitor, standardise and sample the work of Marking Examiners and/or any Team Leaders
- Produce a report for the awarding meeting on the performance of the examination including recommending preliminary mark ranges for the judgemental grade boundaries
- Prepare for and participate in the awarding meeting
- Prepare for and participate in the review of marking meeting (as required)
- Review candidates' marked scripts when requested by City & Guilds eg appeals
- Advise on queries and enquiries concerning the question paper as requested by City & Guilds
- Participate in meetings related to the subject at the request of City & Guilds
- Undertake training as requested by City & Guilds

1.3.3 Team Leader - Services to be supplied

The Team Leader will be paid per marker that they are responsible for and per script that they sample. They are required to carry out the duties listed below, in accordance with City & Guilds procedures and instructions.

- Act as a Marking Examiner for the assessment they are Team Leader for
- Quality assure the marking of a team of examiners via the sampling of marking
- Provide feedback to Marking Examiners on the sample and quality of work
- Provide guidance and support to Marking Examiners
- Alert Principal and Chief Examiner to under performance of individual examiners
- Participate in standardisation activity and provide support to the Principal Examiner
- Ensure overall standards are maintained and deadlines for return of work are adhered to
- Take appropriate action to ensure accuracy and consistency when marking.

1.3.4 Marking Examiner – Services to be supplied

Marking Examiners will be paid per script marked.

- Mark candidates' scripts in accordance with the agreed marking scheme.
- Prepare for and participate in standardisation of markers meetings.
- Report any suspicion of collusion or unfair practice or any evidence of irregularities on the part of candidates or centres to City & Guilds' staff.
- Review candidates' marked scripts when requested by City & Guilds.
- Produce an examiner's report and submit it within the specified time.
- Undertake to offer the services set out above within the specified times and in accordance with City & Guilds' procedures, Assessment Handbooks and Instructions for Marking Examiners.

1.3.5 Sole marker checker

(where one person is acting as both Principal examiner and Chief Examiner for one paper, or where there is currently no Chief examiner to do sampling) – Services to be supplied

Fees will be paid for sampling and marking.

- Mark a sample of candidates' scripts, which have already been marked by the principal examiner, in accordance with agreed marking scheme
- Provide feedback to the principal examiner on the sample and quality of work
- Take part in discussion where necessary with the principal examiner with the aim of clarifying and resolving any discrepancies, to ensure consistent and accurate marking by the principal examiner
- For avoidance of doubt, in event of any disagreements, the principal examiner will have the final say, subject to City & Guilds approval.

The number of examiners required for a particular examination series will differ from one series to the next depending on the number of entries. For example, the second examination sitting in a particular year may have lower entries (bookings) and require fewer examiners to mark.

1.4 IT requirements for marking

The dated examinations are set-up to be marked on two web-based e-marking platforms. Candidates will either sit their examination on an online platform or a paper-based option. The paper-based examination scripts will be scanned and made available to mark online. Examiners may, or may not be required to mark using both web-based e-marking platforms. This will depend on the number of candidate entries for each of the different options.

Examiners must ensure they have access to a computer or laptop and to the internet with good connection to electronically mark scripts. The prerequisites and training on using the electronic marking platforms will be provided to examiners separately from this document.

1.5 Examiner contract

Examiners will be recruited on the basis of relevant qualifications and/or work experience. Before being permitted to work as an examiner, examiners will be issued the Standard Terms and Conditions for the Supply of Examiner Services (Main Examiner Contract) and a signed copy of the Supply of Services letter must have been returned to City & Guilds. If we do not receive the signed letter, examiners will not be able to provide any examiner services.

In December 2007, the City & Guilds Group Board agreed the introduction of a Group-wide policy for Safeguarding Children, Young People and Vulnerable Adults to comply with relevant sections of UK legislation covering these groups. One aspect of the policy is that those who are contracted with City & Guilds must complete, as part of the contracting process, a Disclosure Declaration Form (DDF). Because the DDF is part of the contracting process, work specific contracts cannot be issued or marking activities undertaken until the DDF has been returned and checked by the City & Guilds Safeguarding Leads. The DDF documentation will be sent to you with your Main Examiner Contract.

Examiners are also required to attend training events organised by City & Guilds, and to have read and updated themselves on information transmitted at these events.

1.5.1 Marking contract

A contract will be issued to the examiner to mark for the examination series. The examiner must be available for the entire duration of the pre-agreed examination timeline. Therefore, City & Guilds must be given prior notice of any absences from the examiner between the date of the examination and the issue of results in case attendance at meetings is required or queries arise which require clarification or advice from the examiner.

Examiners should not commit to mark scripts if they intend to be absent during the marking period. City & Guilds should be advised immediately of any unavoidable absence and arrangements should be made by the examiner in consultation with City & Guilds.

1.6 Marking period

Timely knowledge of results is important to candidates and to centres. City & Guilds is committed to providing results according to a pre-agreed timetable.

Candidates entered for the first sitting must receive their examination result in good time prior to the second sitting to allow them opportunity to prepare appropriately for a re-sit, therefore examiners must ensure they adhere to the timelines agreed with their City & Guilds main assessment contact.

If an emergency occurs, or if an examiner has a change of address, telephone number or e-mail address then they should advise their usual contact at City & Guilds immediately by telephone or e-mail. Master Data Services, who maintain examiner records, should also be notified on Masterdataservices@cityandguilds.com. Although examiners will be marking online, they must provide any changes to address in case scripts need to be posted for manual marking in the unlikely event of a major system failure or for any other reason.

Examiners will be informed of the key dates of the marking window by their main assessment contact. The key dates are:

- Examination date. Examination dates are usually published a year in advance, and can also be accessed on the City & Guilds website <http://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin>.
- Standardisation meeting date (where required)
- 80% and 100% scripts marked by dates. Once 80% of scripts are marked, City & Guilds will begin preparing for the awarding meeting
- Awarding meeting date (as appropriate)

Examiners must all be aware of the dates for both examination sittings and begin marking on platforms ASAP (after standardisation if applicable). See Appendix 1 for example timelines.

It is critical scripts are marked promptly and the marking activities outlined above are achieved, this is so preparation of awarding can take place on time.

1.6.1 Availability of scripts

Examinations completed on-screen will be available to mark on the same day as the examination date. Paper-based question papers will be available for marking on the e-marking platform approximately three to five days after the examination date. Guidance on the use of our e-marking platforms will be provided separately. Examiners should check the web-based marking systems daily from the date of the examination to access scripts for marking/standardisation.

1.6.2 Single marker

A single marker for an examination series is not required to carry out standardisation activities, therefore they can mark an initial set of 10 scripts as soon as scripts become available; for online tests the scripts will be available to mark on the same day as the examination date. The markers main City & Guilds assessment contact will monitor the quality of the examiner's marking by sampling throughout the marking period. In addition, a Chief examiner or sole marker checker will mark a sample of the single markers' marking and complete a report on this. This should be reviewed, and agreed, before the remainder of the marking allocation is completed.

1.6.3 Multiple markers

For examinations that are completed online, the Chief Examiner can begin preparing for standardisation on the same day as the examination. After standardisation is complete, the Chief Examiner should monitor examiners' quality of marking throughout the marking period (by use of sample and release). Examiners may only access scripts for marking after standardisation has taken place. Examiners are required to initially mark a small set of scripts to allow the Chief Examiner to sample marking and provide feedback. Once feedback has been received the Examiner may resume marking under the direction of the Chief Examiner.

1.7 Marking procedures

City & Guilds will provide a copy of the final agreed mark scheme to all marking examiners. Marking should not commence until the final agreed mark scheme has been received. If the mark scheme has not been received by the time marking should commence, examiners must notify their main City & Guilds assessment contact immediately.

All marking must be in strict accordance with the mark scheme. The mark scheme details:

- the total possible marks allocated to the paper (the base mark)
- the marks allocated to each question
- the marks allocated to the parts of each question
- an indication of the content of the answers expected including where other non-specified answers may be accepted
- for 'extended response/stretch and challenge/integration' questions an indication of anticipated indicative content along with mark band descriptors. Band descriptors will outline the structure and quality of response required but not necessarily the specific content of candidates' answers
- for numerical questions, working steps and the solution
- for technical drawing questions, a completed drawing showing mark allocation.

Some examination papers will include multiple choice questions, examinations sat via the online method will have the multiple choice answers automatically marked by the system. Examiners electronically marking the paper-based option will be expected to mark all candidate answers including multiple choice questions.

It is important that uniform standards are applied. Examiners must adhere rigidly to the agreed mark scheme. There may be some instances where a candidate gives a response that is not included in the mark scheme or has not been considered by the marking team but which is worthy of a mark. It is important that candidates in these instances are not disadvantaged. Any abnormal responses should be discussed with the City & Guilds contact or the Chief Examiner. All amendments to the mark scheme should be discussed during a standardisation meeting or discussed and confirmed with the Chief Examiner during the marking period whose decision must be regarded as final. The Chief Examiner has the responsibility for informing all examiners and the main City & Guilds assessment contact of any agreed amendments.

Marking examiners are not permitted to mark candidates' scripts from their own centre. Knowledge of those candidates may impact their marking decisions. Should an examiner receive scripts to mark from their own centre the examiner must immediately notify Masterdataservices@cityandguilds.com.

Where there is more than one examiner required, a standardisation meeting will be necessary, details of which will be provided separately. In most cases, examiners who are unable to attend a standardisation meeting will be barred from marking for that series.

Centre staff, tutors or candidates must not address any comments to, or attempt to communicate with examiners in any way. Any such communications received directly by an examiner should be forwarded to their main City & Guilds assessment contact.

1.8 Security

Marking must take place under conditions of security. Scripts must not be discussed with anyone other than the Chief Examiner, marking examiners or City & Guilds staff. Mark schemes will be password protected and emailed to consultants. It is recommended examiners do not mark on computers in public places such as the library or coffee shops and do not mark on shared public computers.

1.9 Consistency in marking

Care must be taken when engaging in marking, especially a long session, to ensure consistency in assessment. Inconsistency can inadvertently occur when a better candidate follows a batch of average or mediocre candidates; that candidate tends to benefit from the contrast. Similarly, a poorer performing candidate following several good candidates can suffer from the comparison.

City & Guilds' examinations are achievement tests. Candidate skill in using the written word and their ability to communicate well on paper is not normally being tested, unless the mark scheme specifies this. For instance, the integration question(s) may require candidates to provide a well-structured, balanced answer to access higher marks. Candidates should be awarded marks following the descriptions included in the banding. Poor spelling and grammar should not be penalised unless this is an agreed part of the assessment and is specified in the mark scheme, nor should candidates who express themselves well be rewarded for their powers of expression. Consistency in the use and interpretation of a detailed mark scheme is essential. Chief examiners are required to produce a mark scheme which should indicate clearly the main points for which marks will be awarded. Therefore, the awarding of marks for written narrative questions will be as consistent and objective as possible.

In adhering to the mark scheme, **examiners should not award half marks for questions or parts of questions.** Only whole marks can be awarded, and a candidate has either achieved or not achieved the mark. The mark scheme sets out what is required to achieve the whole mark.

1.10 Recording of marks

Examiners must allocate a mark to each individual question before moving onto the next question. They are not expected to total the marks for each candidate script; this will be automated by the marking platform.

A check should be made to confirm that:

- everything answered in the script has been marked, or assessed, including any work on drawing paper, graph paper, other specialised papers and supplementary answer sheets
- candidates with access arrangements have been reported on as appropriate.

1.11 Examiner's report & Qualification Report

Where there is a marking team led by a Chief Examiner, an examiner's report must be completed by each marker using the template provided, see appendix B. Prior to the start of marking, the examiner's main assessment contact will provide the examiner with a blank examiner's report and also the grade descriptors for a pass and distinction taken from the qualification handbook.

Each examiner will be expected to use their professional judgement when recommending a pass range and a distinction range for the assessment. The recommended pass and distinction range should identify the bare minimum mark needed to achieve a pass and distinction ie on the cusp of a fail/pass and on the cusp of a merit/distinction. For example, pass range of 20-25 marks and distinction range of 55-60 marks may be recommended for

an examination paper with a base mark of 60 marks. Please note, the merit grade will usually be set as the mid-point between pass and distinction during the awarding meeting. The report should indicate brief but helpful comments on areas of strength and weakness that have been identified throughout the marking process. Reports may also include general comments on the overall performance of candidates, this may include reference to diagrams, labelling, sketches, graphs etc.

The report must be submitted to the Chief Examiner and assessment contact when 80% of marking has been completed. The comments will support any review of marking procedures, preparation for awarding meetings and may in some cases be collated and provided to centres via a published summary examination report. During awarding, the pass and distinction ranges will be discussed in the context of the qualifications purpose and the grade boundaries will be set as marks. For illustrative purposes, working with the example provided above, the final grade boundaries decided could be pass 25, merit 40 and distinction 55 for an examination with a base mark of 60.

Single markers are not required to complete the examiner's report found in appendix B, instead the examiner's main assessment contact will provide them with a separate Qualification Report to complete for awarding. Chief Examiners will also complete a separate Qualification Report using the examiner's report(s). The report must highlight any randomly obscure questions, highly demanding questions and overly easy questions as well as general candidate performance.

The Qualification Report will be finalised in collaboration with the main assessment contact and then made available on the City & Guilds website after results release day for both examination series.

Comments that could be interpreted as criticism of individuals, individual groups of candidates, specific centres or of City & Guilds committees should be avoided. If the examiner wishes to draw attention to any point of such a nature, a separate confidential report should be sent to the Chief Examiner and assessment contact at City & Guilds.

1.12 Access to Assessment/special consideration requests

City & Guilds operates access to assessment and reasonable adjustment policies to support candidates accessing our examinations. These include the use of large-print examination question papers, question papers printed on different colours, the use of a scribe (either human or electronic) to record candidates answers or a minor adjustment of final marks where a candidate has notified us of a serious issue that may have affected their performance during the examination (for example, a family tragedy immediately before an exam).

Marking examiners should seek advice from their main City & Guilds assessment contact for any non-standard candidate examination scripts where they are unsure how to proceed.

1.13 Malpractice

If, when marking scripts, an examiner finds evidence of possible irregularities or misconduct, such as prior knowledge of the question paper, suspected collusion between candidates or copying from notes, the examiner should continue to mark the scripts. A brief report should then be made on the irregularity and the relevant scripts should be flagged immediately to InvestigationandCompliance@cityandguilds.com, the main assessment contact and the Chief Examiner. City & Guilds will then investigate and take appropriate action.

1.14 Re-marking of scripts/appeals

There will be occasions when an examiner is requested to re-mark a script that was originally marked by another examiner. This will usually occur if an appeal has been raised by a centre on behalf of a candidate. In these cases, examiners are requested to complete the additional task and return the re-marked script(s) to the appropriate correspondent within one week or as agreed in the case of an appeal. Examiners should only adjust the mark if there is clear justification. Specific examiner guidance and templates will be provided to examiners when an appeal case arises. A fee will be paid for re-marking.

1.15 Payment of fees and expenses

Payment of fees for marking scripts including appeals, attending training, standardisation, or awarding meetings, and any associated expenses (with receipts attached) may be processed either via a claim form completed by the marking examiner or via automatic direct transfers, depending on the type of activity being claimed. It is good practice for examiners to keep a record of the number of scripts marked. City & Guilds will subsequently pay the relevant fees by BACS transfer direct to the examiner's bank account.

Fees are normally subject to the deduction of income tax at the basic rate by City & Guilds, unless City & Guilds tax office has received notification from an examiner to the contrary. A P60 will be issued at the end of each tax year.

City & Guilds/examiners should book tickets for travel to meetings or training events as far in advance as possible to take advantage of best fare rates.

1.16 Equal opportunities

City & Guilds has published an Equal Opportunities Policy statement relating to access to assessment. Marking examiners' attention is drawn to this document. (Appendix C)

April series

Exam date	Standardisation meeting	80% marking complete	100% marking complete	Awarding meeting	Results release date
24 April 2017	03 May	17 May	22 May	23 May	02 June
<i>0 days</i>	<i>9 days</i>	<i>23 days</i>	<i>28 days</i>	<i>29 days</i>	<i>39 days</i>
<i>Prepare for standardisation (day 0-8)</i>		<i>Marking including sample and release (day 10-28)</i>			

June series

Exam date	Standardisation meeting	80% marking complete	100% marking complete	Awarding meeting	Qualification release date
19 June 2017	27 June	12 July	17 July	18 July	02 August
<i>0 days</i>	<i>8 days</i>	<i>23 days</i>	<i>28 days</i>	<i>29 days</i>	<i>44 days</i>
<i>Prepare for standardisation (day 0-7)</i>		<i>Marking including sample and release (day 9-28)</i>			

EXAMINER'S REPORT

Thank you for your time in completing this report. Your comments will provide valuable feedback on both the quality of the question papers and common areas of candidate weaknesses.

Examiner

Examination

Examination series

Question	Examiner comments		
Recommended pass range:		Recommended distinction range:	

Comment/reasons for pass mark (if you feel the paper was difficult, fair, easy, etc.)

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Overall comments on candidates' responses

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Overall comments on the question paper

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Qualification Report

This should be a report which summarises the performance of candidates against the qualification.

This should include the achievement rate of learners and also the grade distribution with commentary for the lead consultant. This commentary can be captured at the awarding meeting.

Chief Examiner Commentary

This will feedback on the theory examinations from both series of the theory exam and will be published to centres in order to support preparation for assessment going forward.

The report should start with an introduction discussing general comments around candidate's performance against this assessment.

The commentary should then focus on themes of strengths and weaknesses relating to the technical content i.e. health and safety, rather than talking about specific questions or examination techniques.

The examiner should then look at how well candidates demonstrated depth of knowledge vs breadth of knowledge in their responses.

The report should then talk about the extended response question and how well candidates answered this question. – Where there common strengths/weaknesses i.e. Candidate frequently did not look to provide recommendations within their responses therefore they were unable to access higher marks. Candidates responded with a list of bullet points describing a process rather than discussing

Examiners should comment on the differences between series.

If your qualification consists of pathways these pathways should be clearly spilt within this section and feedback should be given against both.

General Comments on Candidate Performance

Assessment component:

Series 1

Series 2

Summary

Exam Series - Item Analysis

This page is for internal use only. Delete before publishing.

This table should be used prior to the awarding meeting. The chief examiner can use this table to help identify common themes and areas of strengths and weakness.

Assessment Component	
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Question	Reference	Marks	Examiner comments
1			
2			
3			
4			

Synoptic Assignment

This section will be completed by the Principal Moderator. It will give feedback around the following areas;

- *Generic overview*
- *Breakdown of performance against each AO*
- *Best practice*

Equal opportunities

This document sets out the City & Guilds' Group policy for providing equal opportunities. We need all our centres to tell candidates where to find this policy.

Commitment

We are committed to giving everyone who wants to gain one of our awards an equal opportunity of achieving it in line with current UK legislation and EU directives (for example, recognising the restrictions on people who work with, or want to work with, children and vulnerable adults). We support equal opportunities in education, training and employment, and will take positive action to:

- promote practice and procedures in our centres that give equal opportunities to everybody, regardless of their culture, sex, ability, disability, age, ethnic background, nationality, religion, sexual orientation (sexuality), marital status, employment status or social class
- work towards removing all practice and procedures that discriminate unfairly (directly or indirectly)
- widen access to our awards to include people who are under-represented
- set the awards standards according to equal opportunities best practice.

Aims

To meet our commitment we will deliver:

- advice that is sensitive to the widest possible range of our candidates' needs
- assessments that are based on awards requirements only and do not discriminate against anyone
- documents that are easily understood, and that do not reflect a stereotyped or biased attitude
- promotional material that reflects the diversity (different backgrounds and different needs) of our candidates
- quality assurance that applies fair processes.

We will make sure that our centres use an equal opportunities policy that works together with ours, and that they maintain an effective appeals procedure. We will expect centres to tell candidates how to find and use their own equal opportunities policy and appeals procedure.

Putting this policy into practice

To put this policy into practice successfully we will:

- issue a copy of this policy to all our staff, examiners, verifiers, and centres, and make it readily available to anyone who asks for it
- organise regular development activities for our staff, examiners and verifiers
- include the aims of this policy when we develop and review our awards and assessment guidance
- maintain a working party to monitor and review the effectiveness of our policy and to look for ways of improving it.