

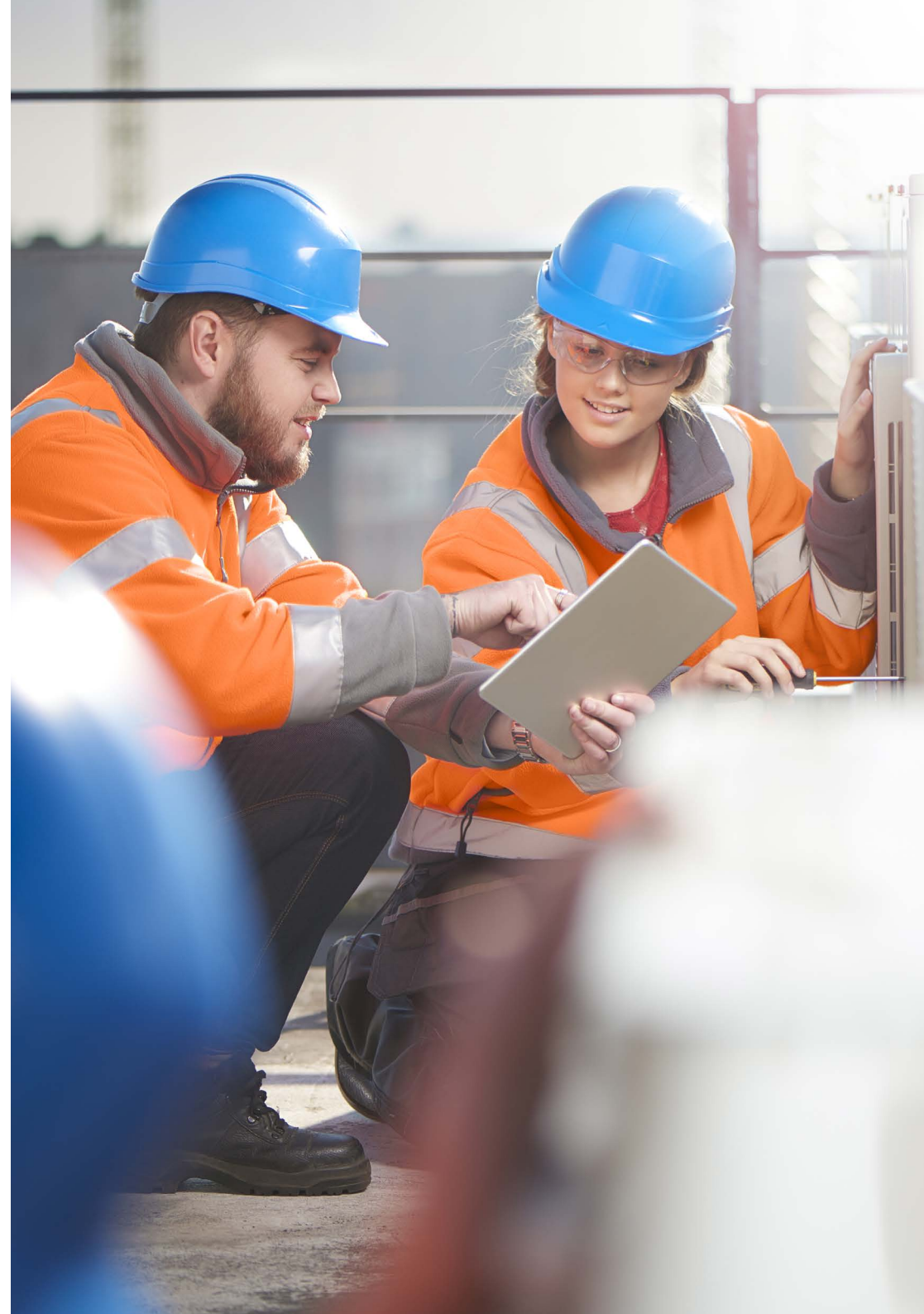
Technical Qualifications Welcome pack

To support your 2023/2024 delivery



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Introduction

Welcome to the new academic year with City & Guilds.

This welcome pack gives an overview of the key information and milestones for centres delivering our Technical Qualifications. Whether you're a new or returning centre, you'll find useful links to our guidance documents, important dates and information on the key stages of assessment and quality assurance. There are also contact details for any further queries you may have.



Please ensure you download the latest version of our support materials, they can be accessed from [cityandguilds.com/technical-resources](https://www.cityandguilds.com/technical-resources)



Key dates for your diary

Here's a list of the key dates for the delivery of Technical Qualifications:

2023				2024	
September	October	November	December	January	March
<p>4th</p> <p>Learner registrations open</p>	<p>2nd</p> <p>Booking window opens for spring and summer 2024 exam series</p>	<p>3rd</p> <p>Approvals window closes</p>	<p>1st</p> <p>Booking window closes for spring (March 2024) exam series, thereafter a fee applies* (see footnote)</p>	<p>3rd</p> <p>Synoptic assignment tasks for all Technical Qualifications can be delivered to learners from this date</p>	<p>1st</p> <p>Spring exam series begins</p>
<p>11th</p> <p>Window for clarification queries on the synoptic assignments opens</p>	<p>2nd</p> <p>Booking window opens for synoptic assignments, optional units and any other centre assessed components (if applicable) and for Employer Involvement (EI) for Key Stage 5 only</p>		<p>1st</p> <p>Booking window closes for synoptic assignments, optional units and any other centre assessed components (if applicable) and for Employer Involvement (EI) for Key Stage 5 (KS5) only*</p>	<p>31st</p> <p>Applications for all UCAS Undergraduate courses, except those with a 16 October deadline, should arrive at UCAS by 18.00 (UK time)</p>	<p>22nd</p> <p>Final day of spring exam series</p>
	<p>27th</p> <p>Deadline for learner registrations</p>		<p>4th</p> <p>Finalised synoptic assignments available from qualification webpages</p>		<p>20-22nd</p> <p>8202 Level 2 and 3 Electrical and Plumbing spring exams sitting</p>
	<p>27th</p> <p>Window for clarification queries on the synoptic assignments closes</p>				

*Please note: once a booking window has closed, late fees will apply.

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2024		
May	June	August
8th Results of spring exam series released to centres	4th First day of summer exam series	12th Final results Level 3 including summer series exams, assignments and qualification results released to centres
15th Results of 8202 Level 2 and 3 Electrical and Plumbing spring exam series released to centres	4th Closing date to submit grades and evidence to the Moderation Portal of up to two centre assessed components that we intend to sample first (the defined sample)	15th Final results Level 3 including summer series exams, assignments and qualification results released to learners
17th Deadline for booking summer exam series (all Technicals other than 8202)	14th Closing date to submit grades and evidence for any remaining centre-assessed components and any further evidence required for additional sampling (if applicable) and EI (KS5 only)	19th Final results Level 2 including summer series exams, assignments and qualification results released to centres
17th Closing date to submit marks and evidence to the Moderation Portal for all Level 2 and Level 3 synoptic assignments	21st Final day of summer exams	22nd Final results Level 2 including summer series exams, assignments and qualification results released to learners
24th Deadline for booking 8202 Level 2 and 3 Electrical and Plumbing summer exams		



Guidance and support

Technical Advisors

The Technical Advisors who are they?

The team of Technical Advisors at City & Guilds are subject experts in their field with extensive experience of delivering qualifications and supporting centres across a wide range of educational settings. They provide ongoing support to centres throughout the year. To find the Technical Advisor for your industry please click on [this link](#) where you will see all the Technical Advisors and their contact details.

What support will we be providing for Technical Qualifications?

New centres

For new centres there is a 'first-steps' on-boarding short recorded presentation called Preparation to Teach which will take you through all the resources we have available and where they are located on our website. You will be provided with all the contacts you require and an introduction to your Technical Advisor.

New and Existing centres

For existing centres with new delivery staff, we would suggest you also listen to the 'first steps' Preparation to Teach on-boarding presentation as a navigation exercise.

- Delivery planner for curriculum planning. We will provide an editable delivery planner with key dates for you to use and tailor to your own centres' delivery programme.
- Sector specific webinars. There will be sector specific on-boarding webinars where Technical Advisors will be on hand to answer any questions and provide dedicated support for your Technical Qualifications.
- Recorded webinars. We will make available to centres a copy of any recorded presentations should you not be able to attend a webinar.
- Dedicated on-line conference calls. During the academic year Technical Advisors will offer centres the opportunity to arrange an online conference call, providing specific additional support for Technical Qualifications.
- Technical Advisors will provide ongoing general updates on Technical Qualification for centres.

Guidance and support

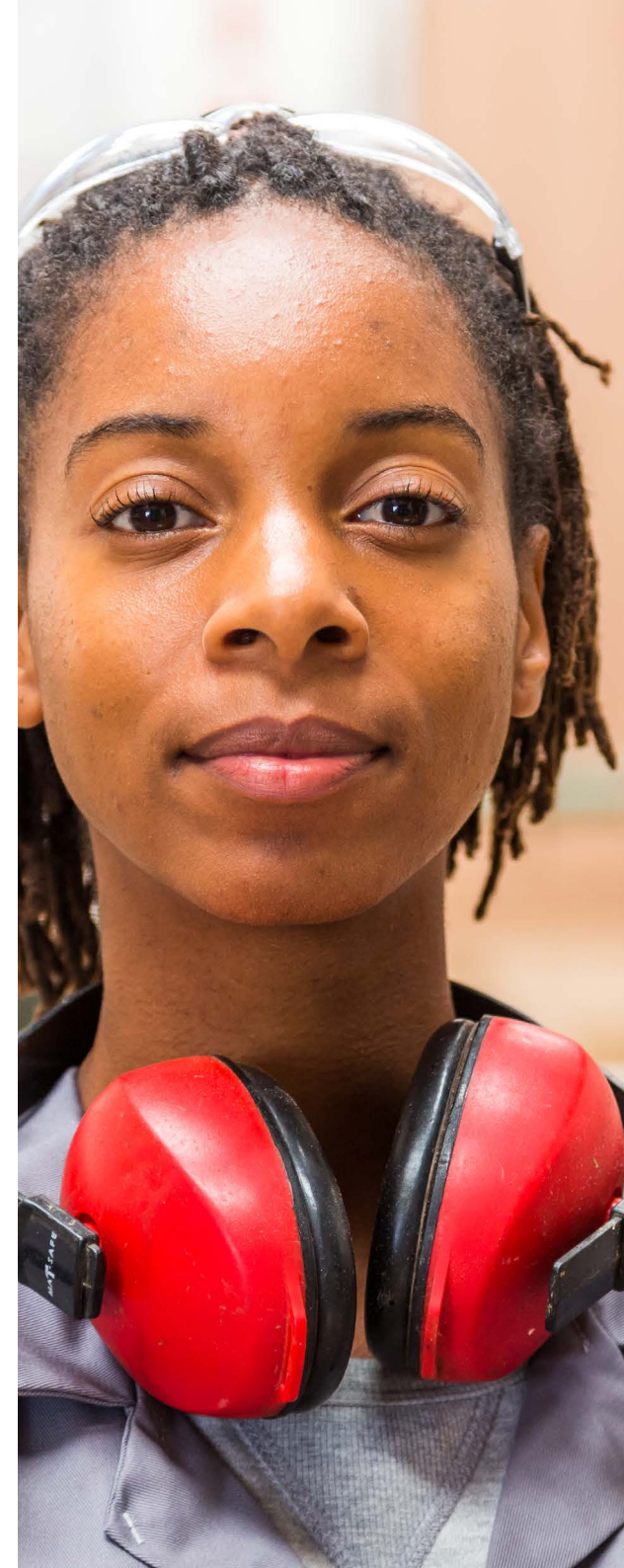
Teaching and Learning support

Webinars to prepare centres for assessments

During the academic year Technical Advisors will offer support around theory exams and marking synoptics. This support will be useful for any centres new to delivering Technical Qualifications or for centres wanting to refresh their understanding.

Details of how you can book on to webinars will be provided

To arrange a dedicated conference call for your centre you will need to email your Technical Advisor who will then contact you. Please ensure you have provided us with your correct contact details as all information will be communicated through the centre email contacts we hold. To ensure you receive all the information please update your contact details using [this form](#).



Guidance and support

Teaching learning and assessment guide

This document provides guidance around teaching, learning and assessment of the qualification. Found on [our website](#).

Exam Timetable

For all Technical Qualifications there is an examination timetable for the spring and summer series.

The examination timetable will be published shortly on the [resources and support page](#).

Quality Assurance Guide for Centres

This document provides information on the centre marking process as well as the quality assurance of synoptic assignments and centre-assessed components, through moderation and verification. Found on [our website](#).

Employer Involvement centre guidance

This document provides guidance and best practice on meeting the Employer Involvement requirement. Found on [our website](#).

Moderation Portal centre guide

This document explains the process for your centre on how to upload marks and evidence (revised version due spring 2024). Found on [our website](#).

Technicals checklist for delivery

A checklist for delivery to help you ensure that key date items are actioned. Found on [our website](#).

Curriculum plans

A blank printable version of exemplar curriculum planners for 2023/24 will be available, designed to support you with your own planning, timetabling and delivery models. These template exemplars will include any key dates for 2023/24. Found on [our website](#).



Versions of all documents are maintained electronically, so please check the website to ensure you have the most up-to-date version.

These documents can be found on our website on cityandguilds.com/technicalresource

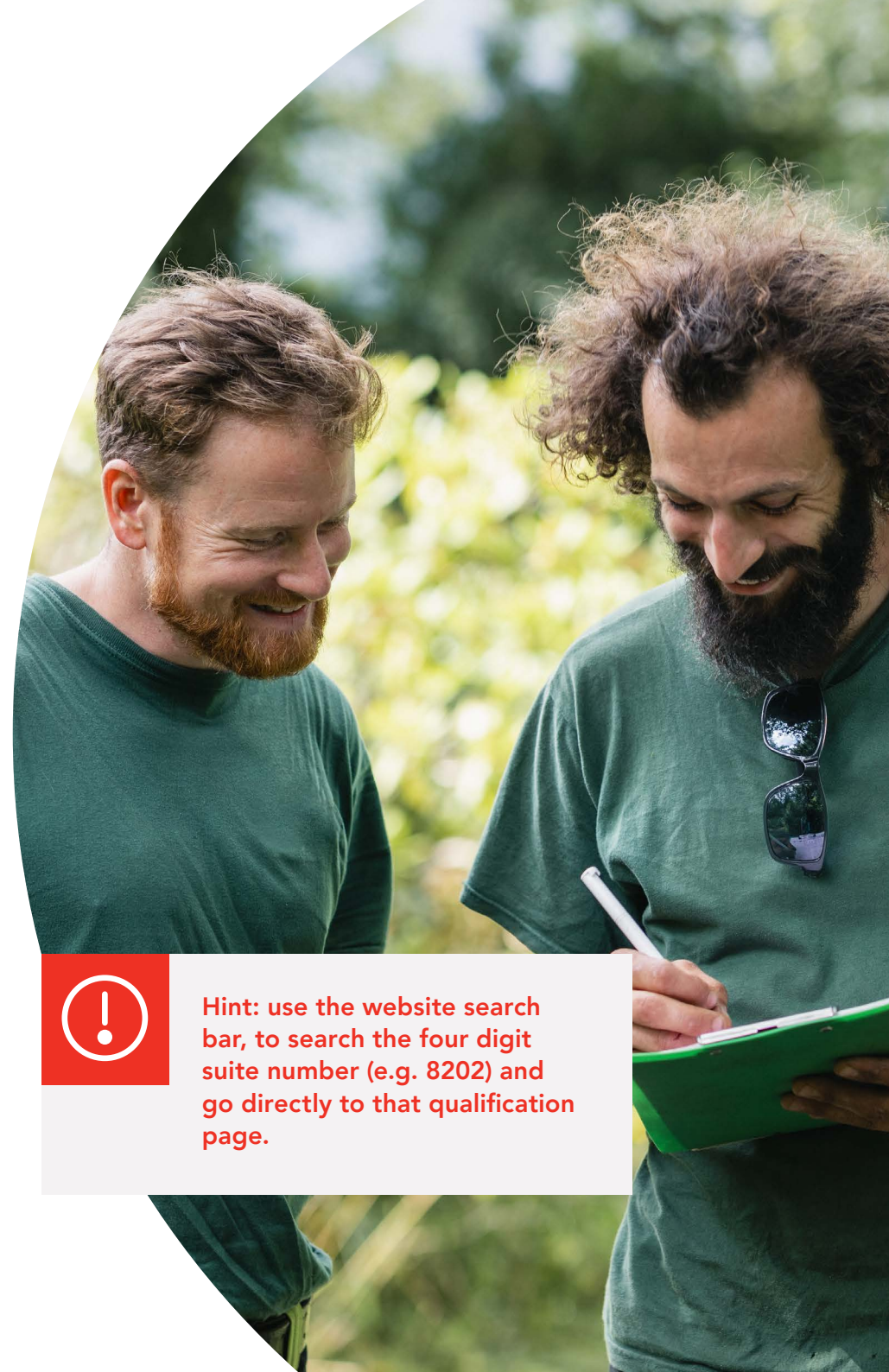
Documents and resources

The following resources are available to support your delivery and assessment.

Centre documents and assessment materials can be found in the qualification specific pages for each individual qualification:

- qualification handbooks
- exam guides
- synoptic assignments
- sample papers
- past papers and mark schemes
- optional assignments and assessment packs for any other centre assessed components.

These documents can be found on the 'Documents' tab, under the relevant qualification page.



Hint: use the website search bar, to search the four digit suite number (e.g. 8202) and go directly to that qualification page.

Documents and resources

Qualification handbooks

Qualification handbooks can be found on the relevant qualification webpage. There is a version history near the beginning of qualification handbooks where applicable to ensure that centres have the most up-to-date version.

Changes to some Technical Qualifications from September 2023

Some Land-based, Engineering, Hair and Beauty Technical Qualifications have optional and additional units which are externally set, internally marked and externally moderated. These units will have a change to the quality assurance model, so they will now be externally set, internally marked and externally verified.

Land-based Technical Qualifications only:

From September 2023 there is a change to the assessment

methodology to qualifications that contain an internally assessed unit covering knowledge of Health and Safety at Level 2 and Level 3. This unit will only be available as an externally marked, on-demand, multiple choice exam via our online exam platform, E-volve.

Please note the Health and Safety tests will not be available as paper-based versions from September 2023. Centres must ensure they have sufficient resources in place to deliver online E-volve exams as an externally marked, invigilated exam.

From September 2023 there is a change in text in the qualification handbook regarding the work experience unit where the quality assurance model has changed to being externally verified.

[Technical qualification handbooks affected by these changes](#)

Synoptic assignments

Each year, we are keen to give centres the opportunity to review our guidance for delivery of our synoptic assignments, and feedback any questions they may have. If we receive questions we will publish a response to these on our website for the benefit of all centres delivering the assignments.

No changes will be made to the content or requirements of the tasks themselves, this will only be to clarify any questions centres have around delivery.

Synoptic assignments will be released to centres from 11 September. We will review any queries we have received by (up to and including) 27 October. We will publish an update where relevant by 4 December. Please ensure you and your centre are using the latest version of all documentation available.



All synoptic assignment tasks for all Technical Qualifications can be delivered to learners from 3 January 2024.

Passwords for live assessment materials can be found on the relevant qualification page (e.g. 8202-30) on the catalogue section of walled-garden.com

Important dates for closures and extensions

Qualifications to close

List of Technical Qualifications closing last registration date 31 December 2023

We have taken the decision to close some of our Technical Qualifications as part of the annual review of our products and services. We consider several factors when we review our qualifications including learner volumes, alternative available provision, and government funding. These qualifications have a last learner registration date of 31 Dec 2023, and that date will not be extended. All learners registered will be fully supported on these qualifications through to the certification end date and related activities.

Qualifications to be extended

List of Technical Qualifications extended

The Department for Education (DfE) will over time be defunding qualifications that overlap with T Levels. Some of City & Guilds current Technical Qualifications overlap with T Levels. See Table 2 for last learner registration date extensions - they have been aligned with DFE's defunding timescales.



Approvals

The approvals window for centres wishing to deliver Technical Qualifications this academic year closes Friday 3 November 2023.

Applications received after this date will be processed for September 2024 delivery. Some Level 2 Technical Qualifications are eligible for automatic approval if you have existing approval for the equivalent Level 3 in the same industry area. However, this is not the case for all Level 2 Technical Qualifications. Please visit our website or contact the Technicals Quality team.



You can view all your approved Technical Qualifications on walled-garden.com within the Quality Portal. Please refer to page 12 of the [Quality Portal user guide](#) for further support.

If you have any queries or questions regarding your approval status for any Technical Qualification, please contact our Technicals Quality team.

**Email: technicals.quality@cityandguilds.com
Phone: 0300 303 5352**



Booking assessments

Book your candidates onto all assessment components for the relevant Technical Qualification via walled-garden.com, our online administration system.

This includes:

- theory exams
- synoptic assignments
- optional assignments (if required)
- any other centre-assessed components (if required)
- Employer Involvement component (EI) (KS5 qualifications only).

It is important that a booking is made for every candidate against all relevant components of the Technical Qualification.

For each of our exams we have a spring series, and then a summer series. This allows flexibility for how a centre delivers the theory exams, the summer series can be used as a first attempt or a re-take.

Please be reminded that DfE and Ofqual have confirmed that for external assessments, learners will be permitted two resit opportunities for VTQs.

Removal of dated e-volve exams from September 2023

Earlier this year we notified you that we were removing a number of onscreen e-volve exams. You can read the previous update [here](#).

Following further review, we are now removing all remaining dated written e-volve exams from September 2023.

Centres will now have the following options available dependent on the type of exam:

Entry type	Exam type	E-volve	Paper
Dated Entry	MCQ	√	√
	Written	X	√
Land On-demand Health & Safety	MCQ	√	X

All dated multiple-choice question (MCQ) exams and the on-demand Health and Safety exam for Land qualifications will be available to centres onscreen via e-volve. The dated MCQ exams will also be available on paper.

All dated written exams will be available on paper only.

Exam series and results

Spring exam series results

Spring exam series
(1 March to 22 March 2024)

The results of the spring exam series will be available on Walled Garden on 8th of May. Centres will also access individual candidate marks and grade boundaries for the theory exams, that week. Please note that the deadline for booking the summer exam series is 17 May.

Summer exam series results

Summer exam series
(4 June to 21 June 2024)

The results of the June summer exam series will be available on Walled Garden on 12 August (Level 3) and 19 August (Level 2). Results cannot be released to learners until 15 August (Level 3) and 22 August (Level 2).

8202 exams

Spring exam series
(20 to 22 March 2024)

The results of the 8202 spring series will be available on Walled Garden on 15 May 2024. Deadline for booking 8202 summer exams series is 24 May 2024.



The timetable of Technical Qualifications theory exams can be found on [our website](#).

Late booking fees

Bookings made after the date of the relevant booking windows will incur a fee per learner, per assessment entered plus an administration charge. This applies to all dated entry exams, synoptic assignments, centre assessed components and Employer Involvement. Please refer to our UK centre charges list on our website for more information.

Please note that when making a booking through Walled Garden you will be reminded that you may incur late fees. You will need to accept this notification. Late fees will not show on your Walled Garden booking, they will be generated by City & Guilds shortly after your booking is confirmed.

Moderation process

For the Technical Qualifications' synoptic assignments, internal centre marking is subject to external moderation by City & Guilds.

Moderation is a quality assurance process whereby City & Guilds review a sample of centre marking and candidate evidence to ensure that it is accurate and consistent, in line with the correct national standard.

Where it is not, centre marks may be adjusted or in some instances the work is remarked completely, to align them with these standards. To support this process, in some instances City & Guilds may require additional evidence to be uploaded and centres are expected to comply with these requests.

Detailed information on the moderation process is available in the Technical Quality Assurance Guide for Centres. [cityandguilds.com/technicalsmarking-moderation-guide](https://www.cityandguilds.com/technicalsmarking-moderation-guide)

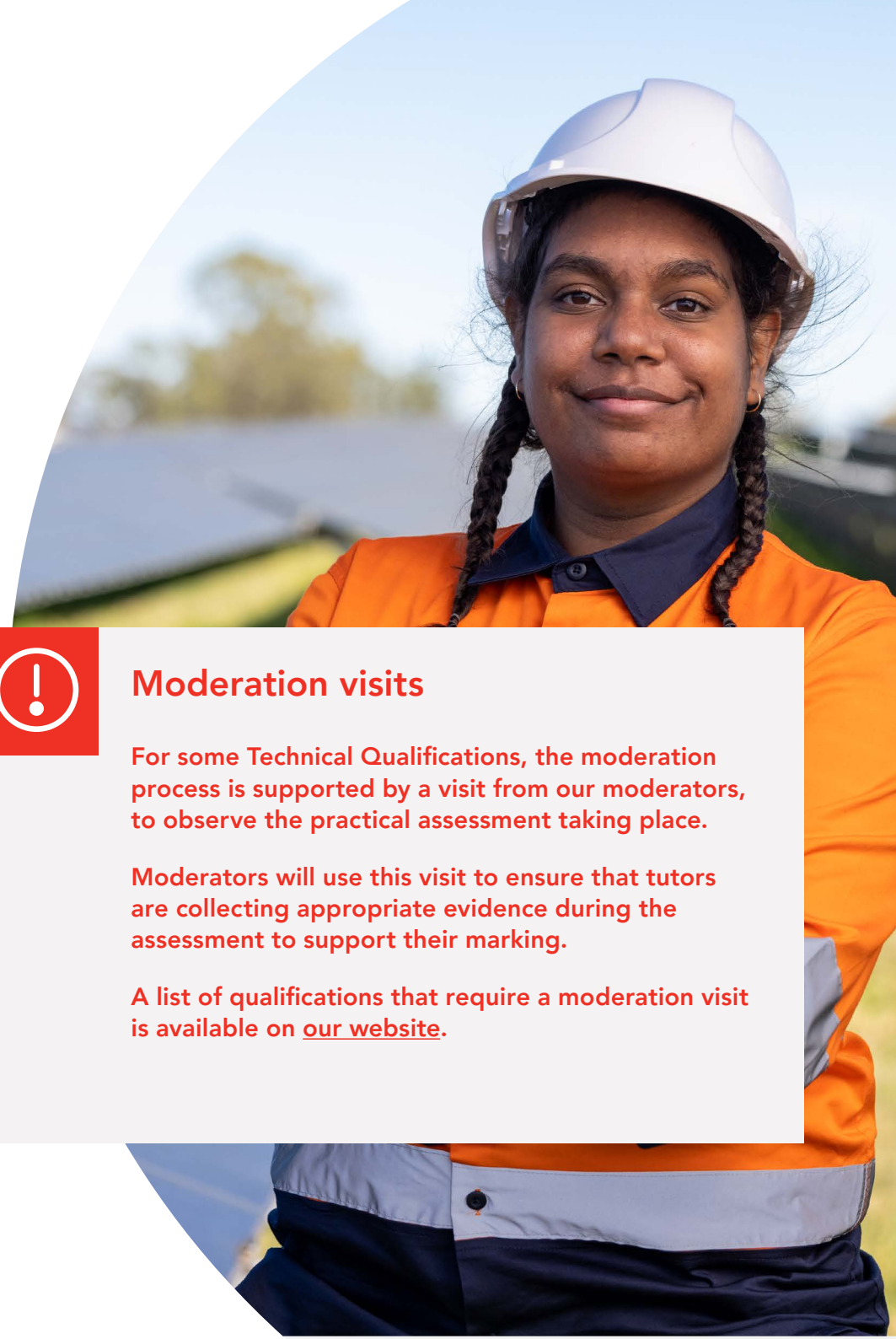


Moderation visits

For some Technical Qualifications, the moderation process is supported by a visit from our moderators, to observe the practical assessment taking place.

Moderators will use this visit to ensure that tutors are collecting appropriate evidence during the assessment to support their marking.

A list of qualifications that require a moderation visit is available on [our website](#).



Important submission dates

As previously communicated, please be aware of the dates for submission of synoptic and centre assessed components in 2024.



For centre assessed components/ optional units except work experience/Employer Involvement, the deadline submission date is by Tuesday 4 June 2024.



The deadline submission date for the synoptic assignment is by Friday 17 May 2024.

- Grades for all candidates should be submitted via the Moderation Portal by the Tuesday 4 June 2024 for all completed units.
- Sample upload – evidence for two optional units per learner must be uploaded for the required sample size.
- We will notify centres of the selected optional units which require evidence upload after Easter.
- Please be aware that further evidence may be requested to ensure quality assurance can be completed.

For Technical Qualifications that require Employer Involvement/work experience, the deadline submission date is by Friday 14 June 2024.

Centres must continue to plan and track this taking place through the use of our EI planner and tracker. This planner must be uploaded to the Moderation Portal at the point of candidates' grade submissions for this component.

However, there is no expectation for centres to provide it to our Technicals Quality team for checking mid-way through the academic year unless centres would like assurances that the employer involvement activities which are planned can be counted as 'meaningful' activities.

Digital Credentials

Help your learners celebrate their success with a Technical Qualification digital credential.

To ensure your learners do not miss out on their credentials, please provide us with your learners' personal email addresses. Digital credential can only be issued to a learner whose personal email address has been provided at the point of registration on [Walled Garden](#) or via our [Bulk Upload Tool](#).

We have a range of resources available on our [website](#) to help you input your learners' email addresses. We highly encourage that everyone involved with your learner registration reads the step-by-step guides for Walled Garden and email bulk upload.





Who to contact

We want to ensure we get the right information to the right people.

Therefore, our Technicals Quality team will shortly be contacting all our centres to check we have the right details for this year's delivery. Alternatively, you can submit this information to us now using one of our [online forms](#).

The Key contacts list, accessed [here](#) is for the key roles within your centre. We will use this to send delivery specific updates.

If you do not think you are a key contact but you would like to receive our communications at key point of the year you can update your information on our mailing list, accessed [here](#).

Contact us

For further information relating to Technical Qualifications, please refer to the relevant qualification page and qualification handbook for further information. Alternatively, you can contact the relevant Technical Advisor for qualification specific queries, or your Business Manager.

- E: technical.quality@cityandguilds.com
- T: 0300 303 5352
- W: cityandguilds.com/technical



About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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