

Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of **www.cityandguilds.com**. This document also explains the tasks, activities and responsibilities of quality assurance staff.

Additional Conditions of Use (Assessment Materials)

City & Guilds Assessment Materials are protected by copyright and are supplied only to Approved Centres for use solely for the purpose of summative assessment.

The following conditions, which apply to City & Guilds Assessment Materials, are additional to

- **the Standard Copying Conditions** which can be found at **<http://www.cityandguilds.com/142.html>**; and
- (where the City & Guilds Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations

The Approved Centre must:

- only use the City & Guilds Assessment Materials in formal, summative assessment leading to the award of credit / a qualification and **not** for **any** other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes);
- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
 - City & Guilds Assessment Material must be accessible to candidates only during formal assessment as governed by the assessment conditions specified for the qualification;
 - Candidate portfolios may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or candidates' marked scripts if the tests may be reused (unless otherwise stated));
 - the Approved Centre must not make public **in any format** the contents of any City & Guilds Assessment Materials either in part or in full;
 - City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals

- seek permission from City & Guilds via their Qualification Consultant if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. These include:

- knowledge and understanding tasks
- internally marked questions
- practical tasks
- work based tasks / evidence from the workplace

The assessments are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked and/or graded internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Unless specified, assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course eg with regard to work experience placements, visits etc.

As a minimum Tutors should deliver the full breadth of the units and not limit teaching to the assessment tasks contained in this assessment pack. Records of candidate coursework, lesson plans, and samples of candidate work should be kept so they are easily accessible for the Qualification Consultant to sample to evidence the full delivery of the units.

These externally set assessments should be used when delivery of a unit(s) is complete and candidates are ready to undertake the summative assessments. Candidates should be aware of the standard of performance/evidence required of them in order to achieve a pass.

Knowledge and understanding tasks

In some cases, these can be completed away from the centre in the candidates' own time. This is only appropriate when:

- original thought on the part of the candidate is required, and marking criteria require demonstration of understanding, interpretation or evaluation of information. Here it can be expected that each candidate's evidence will be in their own words, and therefore identifiable as their own work, ie **not** straight recall of facts.
- where the assessor is confident that they will be able to accurately authenticate the candidates' evidence as their own, and detect any plagiarism.

Methods to support authentication of candidate work may include:

- final write-ups to take place under controlled or test conditions (**always** required where the evidence is straight recall of facts)

For evidence produced outside controlled conditions:

- requiring candidates to sign a declaration that the work is their own
- requiring the candidates to reference all sources
- supplementary (oral) questioning to gauge familiarity with the topic
- looking out for any changes to the candidates usual writing style, unusual sources/examples or the use of eg US spellings or phrases that might indicate cutting and pasting from the internet
- requiring access to evidence of steps in the process eg drafts, notes, planning etc

For further information on authenticating candidate work, see:

www.ofqual.gov.uk/plagiarism-teachers

A candidate may be given clarification if they are having trouble understanding what they are being asked to do in the assessment, but they must carry out the task themselves. Candidates should be made aware that if they refer to their tutors for guidance on understanding the task, the amount of guidance and support they are given may be reflected in their grade – where this is the case it will be reflected in the grading criteria, all pass criteria need to be based on the candidate’s own work and therefore met without support.

A knowledge and understanding task should only be provided to the candidates once it is evident that they are ready to undertake the summative assessment. A realistic timeframe should be set for completion of the task. The submission schedule should be worked out by the centre, governed by the overall assessment plan for the course. The handing out of tasks and the deadlines for their return are matters for agreement between the assessor and the candidates locally. Candidates should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

The tasks candidates have been set for this qualification should not prevent access unfairly. If a task is thought to prevent unfair access due to the type of evidence required, advice should be sought from the Qualification Consultant on providing the evidence in a different format. For example if a task requires the candidate to provide information as a poster, then unless the design of the poster is being assessed, an alternative format such as an information sheet or report may be acceptable. Note however, that the requirements of the task must still be met in full and the marking/grading criteria applied without change.

Internally marked questions

The questions should be taken under supervised conditions as closed-book tests, unless specified otherwise. This means that all activities will be completed with the assessor, or other designated supervisor, present. Alternatively, assessors may prefer to ask the questions orally and record individual candidates’ responses. If an electronic recording device is used:

- the assessor and candidate must identify themselves at the start of the recording
- the questions asked **and** candidate’s responses must be clearly recorded
- the data files must be saved and filed in a manner that assures their security and ease of retrieval for verification purposes.

Unless specified, there is no time limit set by City & Guilds and centres should base their timings on the time it takes a prepared candidate to complete the questions comfortably (usually 1-1½ minutes per mark).

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Details of how to mark and grade each practical observation are contained within each assignment.

Where artefacts are produced under un-supervised conditions, the assessor will need to take precautions to ensure the work is the candidate's own, (eg through questioning about techniques used etc) and where design is part of the task, that the candidate can explain the development of their idea. These tasks should only be provided to the candidates once it is evident that they are ready to undertake the summative assessment. A realistic timeframe should be set for completion of the task. The submission schedule should be worked out by the centre, governed by the overall assessment plan for the course. The handing out of tasks and the deadlines for their return are matters for agreement between the assessor and the candidates locally. Candidates should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Work based tasks / evidence from the workplace

These tasks will require candidates to undertake a project/assignment or gather evidence within the context of their own organisation or working environment. Where this is not possible a candidate may agree with their tutor/assessor to undertake a simulated scenario which should be as realistic as possible.

The evidence can include a variety of forms (eg observation, products of a candidate's work, reflective accounts, professional discussion, case studies, expert witness testimonies, oral/written questions). Performance evidence is usually assessed by means of **observation**, either over time or on specified occasions. **Appraisal of a product** of a candidate's work is suitable where there is sufficient evidence of process skill or the process is less significant than the product. An **expert witness** is someone other than the assessor who regularly and systematically observes and reports on candidate performance. They should be familiar with the assessment criteria and performance standards required and supply supporting evidence on a candidate's abilities, their testimony should therefore contain appropriate evidence for assessment by the assessor.

Supplementary questions and/or a professional discussion are used to support observation, appraisal of a product and expert witness testimonies to confirm a candidate understands the principles that support the practice and to authenticate practice that has not been observed by the assessor.

Testimony from non-expert witnesses is not sufficient as evidence for any whole task, but may provide supporting evidence where the opinion of a third party is relevant (eg customer satisfaction).

Further information on these forms of evidence can be found in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of www.cityandguilds.com.

For evidence collected in the workplace it is recommended that candidates use a portfolio to keep, reference to and present their evidence. The evidence must be made available to the assessor, the quality assurance staff at the centre and the external verifier. Forms have been designed to aid candidates and assessors and these are contained in *Recording Forms – for centres and candidates*, which can be found on the centre support pages of www.cityandguilds.com. The following or equivalent forms should be used as appropriate:

- Form 4 Expert / witness status list.
- Form 6 Performance evidence record
- Form 7 Questioning evidence record
- Form 8 Professional discussion record.

When making judgements on the evidence the assessor must ensure all decision satisfy VACS – that the evidence is Valid, Authentic, Current and Sufficient. The assessor must be satisfied that the evidence is relevant to the assessment criteria being assessed (validity), that the evidence submitted/observed is genuinely the work of the candidate (authenticity), the evidence is sufficiently recent (currency) and there is enough evidence to give confidence that the full requirements of the assessment criteria have been met (sufficiency).

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them. It will be beneficial to take the candidates through what is required and the way in which each task will be graded as candidates need to know what is expected of them to get each grade.

Opportunities to repeat tasks

The tasks are summative assessments and, other than to gain a Pass, candidates may not retake tasks to improve grades. It is therefore essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Candidates can reuse any research that they have previously carried out and supplement their evidence when repeating a task. Unless specified, for internally marked questions, candidates will need to retake the full set of questions again and where provided a different version of the questions should be used. For observations, candidates will need to retake the full task.

Feedback

A feedback sheet has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete the feedback sheet for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Notes on using the grading criteria and marking schemes

Only the knowledge and skills required by the unit(s) may be considered for marking and grading. Any additional skills displayed but which are not required for the unit (eg high levels

of presentation of materials, IT, communication etc) should not influence the marking or grading.

The tasks must be marked by the centre using the marking and grading criteria provided by City & Guilds. For internally marked questions, model answers will be provided in the Answer Pack which is available to download from www.cityandguilds.com. The Answer Pack must be held securely by centres and not made available to candidates. Assessors must use the marking and grading criteria along with the model answers provided for the assessments to award marks or grades, as appropriate.

Recognition of Prior Learning (RPL)

These summative assessments assess candidate learning, including prior learning. RPL, may not be used as an alternative.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Act and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the Qualification Consultant.

Quality assurance of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that Qualification Consultants can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for external quality assurance sampling, samples of work must be made available to the appointed Qualification Consultant who will ensure that

- the quality assurance co-ordinator is undertaking his/her responsibilities
- the quality assurance co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

It is good practice that the centre retains In order to fully support candidates, centres are required to retain candidates' evidence until the next Qualification Consultant sampling activity. However where this is not possible the centre must keep all the relevant assessment records in place to show progress of the candidate throughout their qualification. Alternatively the centre could make arrangements with candidates to call portfolios back to

the centre if they are required for scrutiny by the Qualification Consultant. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.