

Level 2/3 Diploma in Legal Administration (5528-12/13)

Optional Group B

Assignment guide for assessors and candidates

601/3787/3

601/3599/2

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About The Chartered Institute of Legal Executives

The Chartered Institute of Legal Executives (CILEx) is the governing membership body for Chartered Legal Executives and plays a unique and important role within the legal sector. CILEx works closely with Government and is recognised and listed by the Ministry of Justice as one of the three main branches of the legal profession.

CILEx has extensive experience in the field of legal qualifications, both in the UK and internationally: in the last 20 years over 92,000 people have chosen CILEx to pursue their legal career.

CILEx provides a range of programmes for those wishing to pursue a career as a Legal Secretary, as well as qualifications in Legal Administration. The qualifications are offered in association with City & Guilds, the UK's leading vocational awarding body.

For more details of the full CILEx range of qualifications and entry requirements contact:

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Assignment guide for assessors and candidates

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1 Guidance for Assessors

Introduction

The Level 2/3 Diploma in Legal Administration are hybrid qualifications, a mixture of vocational skills and knowledge. They have been developed by The Chartered Institute of Legal Executives (CILEx) to meet customers' needs for more modern, up-to-date and flexible qualifications that sit as part of apprenticeship frameworks.

To achieve the Level 2/3 qualifications candidates **must** successfully complete the assessments for all specified mandatory and optional units.

For Unit 255, the legal environment, there is an externally set and marked multiple choice test, available on-demand online. All other units are assessed by an externally set, internally marked assignment which can be downloaded from the City & Guilds website www.cityandguilds.com.

Units	Credit value	Assessment component required
255 The legal environment	5	5528-255 multiple-choice test
256 Principles of criminal liability	4	5528-256 one assignment
257 Principles of contract liability	4	5528-257 one assignment
258 Principles of negligence	4	5528-258 one assignment
259 Law in the workplace	4	5528-259 one assignment
260 Civil litigation	4	5528-260 one assignment
261 Consumer rights	4	5528-261 one assignment
262 Family law	4	5528-262 one assignment
263 Wills and succession	4	5528-263 one assignment
264 Conveyancing	4	5528-264 one assignment

Centre/qualification approval

Centres not yet approved by City & Guilds

To offer these qualifications, new centres will need to gain both **centre and qualification approval**.

Existing City & Guilds centres

To offer these qualifications, centres already approved to deliver City & Guilds qualifications will need to gain **qualification approval**.

Centres already offering City & Guilds qualifications in this subject area

If your centre is approved to offer the following qualifications:

- 4428 NVQs in Business and Administration
- 4475 Certificates in Principles of Business and Administration
- 7655 Level 2/3 Legal Secretaries Award/Certificate/Diploma
- 7657 Level 2 Legal Studies Award/Certificate/Diploma

Centres can apply for the 5528-12/13 qualification approval using the **fast track approval form**, available from the City & Guilds website.

Centres may apply to offer the new qualifications using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification(s). After this time, the qualification(s) are subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval*, which is also available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must **not** be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications*.

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

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. Lesson plans and candidate work, may be sampled by the Qualification Consultant 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.

Assignments

This guidance should be read in conjunction with specific guidance in each assignment.

Each assignment will provide opportunities for candidates to be assessed on a sample range of the content required for the unit as specified in the 5528 Legal Administration qualification handbook. Assignments consist of several tasks. Assessors are required to administer and mark assignments to the criteria set. Evidence generated should be available to the Qualification Consultant for scrutiny, as part of the normal visit or as requested. Appendix 2 is an example of a candidate action plan that assessors can use or adapt to provide general feedback on the candidate's work.

Assessors should ensure that candidates are aware of the standard they have to reach to achieve a Pass.

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.

Completion of assignments

Assessors will decide when each candidate should complete an assignment and will be expected to organise the assignments according to the requirements of the candidates and the course.

Each assignment contains:

- assessor instructions
- candidate instructions
- marking and grading criteria

Candidates can expect a reasonable amount of guidance on how to organise themselves in order to:

- accomplish tasks
- check that the evidence of the required underpinning knowledge has been produced.

Assessors are strongly advised to check and familiarise themselves with the requirements and feasibility of each assignment before it is issued to candidates.

Appendices 3 and 4 are examples of documents that assessors may use to record the assignments the candidate has completed. These are examples only and you may wish to alter it to suit your existing documentation. It can also be used as a tracking document regarding internal verification/quality assurance checking. The IV/QAC can initial and date next to those candidates he/she has sampled in red.

You may also consider developing a similar document to track all units on one form. Whatever method you use to ensure quality checks are taking place, please send a copy of your proposed system to your Qualification Consultant (External Verifier).

Grading of assignments, units and overall qualification

Each assignment is graded as either Re-sit, Refer, Pass, Merit, Distinction in accordance with the grading criteria for the assignment.

In general a Pass is 50%, Merit is 65% and Distinction is 80%, although this may vary slightly depending on the assignment.

The online multiple choice test is a Pass, Fail **only** and this is in accordance with the test specification.

Feedback

A feedback sheet has been provided in Appendix 6. 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.

Time allowance for assignments

A submission schedule should be worked out by the centre, governed by the overall assessment plan for the course, to be negotiated between tutor/assessor and candidate. The relationship between course delivery, the handing out of assignments, and the deadlines for their return are matters for agreement between the tutors and the candidates locally.

Assignments can be delivered according to the centre's individual programme of delivery eg task by task, over a set teaching period, over a full term, or over the whole period of the course. They do not need to be taken under timed, controlled conditions, however, it is anticipated that the assignment should take candidates no longer than the time allowance recommended in the assessor's instructions (excluding research time), to complete. Tasks should be completed under supervision. An example witness statement form is in Appendix 3 which should be used to testify that candidates who are on distance learning programmes/employer based have completed the assignment in the time recommended. Centre staff should guide candidates to ensure excessive evidence gathering is avoided. Centres finding that assignments are taking longer, should contact the Qualification Consultant for guidance. Marking criteria should **not** be shown to candidates until grading is complete. The marking criteria should **not** be given to candidates under any circumstances.

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.

If a candidate fails only one task within an assignment they may repeat the whole task, however they will only be able to achieve a Pass overall for the whole assignment. A reasonable time should be allocated by the assessor for a candidate to repeat a task; this must be indicated on the assessment record.

Opportunities to repeat assignments

If a candidate fails more than one task they **must** take a re-sit assignment (alternative version downloadable from the City & Guilds website). It is at the centre's discretion as to whether they allow a candidate to take more than one re-sit assignment, taking into account the individual's circumstances, centre resources, time available etc.

Assessors should ensure that the candidate receives appropriate support before the candidate is allowed to retake the assignment. It is recommended that assessors should allow a minimum of seven days or alternative sufficient period of time before any task/assignment is retaken.

Should tutors/assessors wish to prepare candidates for the assessments, they may use the sample assignment available on the City & Guilds website and/or devise their own material internally and provide feedback on these.

Recognition of Prior Learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification. RPL is allowed and is also sector specific.

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.

Candidates have responsibilities for the safety of others as well as themselves. Anyone behaving in an unsafe manner must be stopped and suitable warnings given. A candidate should not be allowed to continue working on an assignment if they have contravened these requirements.

Verification 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 verification, 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.

A Qualification Consultant will visit the centre/learning provider and their role includes the following:

- ensuring that quality assurance co-ordinators are undertaking their duties satisfactorily
- monitoring internal quality assurance systems and sampling assessment activities, methods and records
- acting as a source of advice and support
- promoting best practice
- providing prompt, accurate and constructive feedback to all relevant parties on the operation of centre's/learning provider's assessment systems.

Data protection, security

The centre should have available a copy of the Data Protection Act and bring its contents to the attention of candidates.

Centres should themselves ensure that all evidence produced by candidates is kept secure and that assignments are kept locked safely away until their use. It is the responsibility of the centre/assessor to ensure that the candidate taking an assignment/test is the correct person.

Ideally, centres should produce a written strategy outlining their procedures for ensuring the above takes place.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final EV sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

For more detailed information on keeping records please refer to the City & Guilds website to access the *Supporting Customer Excellence Centre- FAQs*.

Types of evidence

Assignments are written in a way to encourage candidates to produce different types of evidence eg briefing notes, letters, and memos.

It is important that candidates ensure their name and enrolment number is on all items of evidence handed in.

Authenticity

Centres are reminded to check for authenticity of work where candidates may be using texts and the internet to complete tasks.

Quality assurance of assignments

These qualifications are Vocationally Related Qualifications (VRQs) and do not imply occupational competence. Centres are required to establish a system of internal verification/scheme co-ordination to monitor assessors' decisions. This means that the work of assessors involved in the qualification(s) must be monitored by a quality assurance co-ordinator, to ensure that assessors are applying the standards consistently throughout assessment activities. Quality assurance co-ordinators/programme co-ordinators and Qualification Consultants will sample candidates' work to ascertain whether the evidence for an assignment is complete, and to ensure that the allocation of grades by assessors has been fair and beyond dispute. It is for this reason that the signature of both the assessor and the candidate is required on the assignment mark sheet.

Assessors must ensure that candidates understand why a particular assessment decision has been reached. Where candidates do not feel that the assessment decision has been fair, they should have the opportunity to access the normal appeals/complaints procedure of the centre/learning provider in the first instance, and if this does not resolve the situation, of the awarding body.

The use of grading for the assessment of practical work makes it possible for verifiers to use a system of sampling, but when doing so they have to be sure that the evidence is complete and that the allocation of marks and grades has been fair and beyond dispute. It is for this reason that both the assessor's signature and that of the candidate is required on the final mark sheet. Quality assurance co-ordinators need to be sure candidates understand why the relevant grade has been allocated for the qualification.

Candidates' work may also be subject to external verification, which may be by a visit or by post.

There will normally be one external verification activity per centre, per year.

Guidance on qualifications/experience for trainers/learning providers

All new teachers delivering publicly funded qualifications in the learning and skills sector (all post 16 education – including FE, adult and community learning, work-based learning, offender education) in England are required to take qualifications in **Education and Training**. Further information about these qualifications can be found on the City & Guilds website. www.cityandguilds.com.

Staff delivering these qualifications must also be able to demonstrate that they meet the following occupational expertise requirements.

Centre staff may undertake more than one role eg tutor and assessor or internal verifier, but must **never** internally verify their own assessments.

Trainers/tutors must

- be technically competent in the area(s) for which they are delivering training. This knowledge must be above the level of the training being delivered.
- have credible experience of providing training.

Assessors and internal verifiers

Assessors should have recent relevant experience in the specific area they will be assessing. Assessors need to have a greater level of experience and understanding than those they are assessing.

In addition, assessors must demonstrate the ability to mark assignments using externally set criteria.

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualifications.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, training, assessment and verification remains current, and takes account of any national or legislative developments.

Policy on managing cases of suspected malpractice

The policy on *Managing cases of suspected malpractice by centres and candidates* can be found on the City & Guilds website www.cityandguilds.com.

Claiming certification

Candidates must be registered at the beginning of their course. Centres should submit registrations via the *Walled Garden* or on *Form S* (Registration), under the appropriate qualification number, eg 5528-12. Units for which assignments have been successfully achieved should be claimed also using *Walled Garden* or *Form S* (Results submission); component numbers must be entered followed by P (Pass); M (Merit); D (Distinction). Results for the multiple-choice test are issued automatically.

A certificate of unit credit (CUC) records the successful completion of a unit and will be issued for each unit claimed. Full certificates are only issued to candidates who have met the full requirements of the qualification(s), as described in the qualification handbook and on p10.

Details on all procedures can be found in the City & Guilds *Online Catalogue*, accessed via the *Walled Garden*. This information also appears on City & Guilds website www.cityandguilds.com.

Guidance for candidates

The following are general instructions which should be followed alongside any specific instructions for each assignment.

- Before you start the assignment you should read the assignment text carefully. This will help you to understand how each task fits into the whole assignment.
- You should start each task on a fresh sheet of paper.
- On each sheet of paper you should type or write your name and registration number. Also add an appropriate name to your saved file or as instructed in the task.
- You are expected to check and correct your spelling, grammar and punctuation.
- You may use any books, notes or other material to help you, but you must not copy word-for-word from any source. Under no circumstance must you copy someone else's work.
- You and your assessor must sign each Assessment Record to verify that all the work contained in that assignment is your own.
- When all required assignments and the multiple-choice test have been completed to the required standard you will be awarded the Level 2 Award / Certificate / Diploma in Legal Administration, whichever is applicable to your centre's programme.

Policy for appeals

The policy on *Reviews, appeals and complaints against assessments* can be found on the City & Guilds website **www.cityandguilds.com**.

Setting the Scene

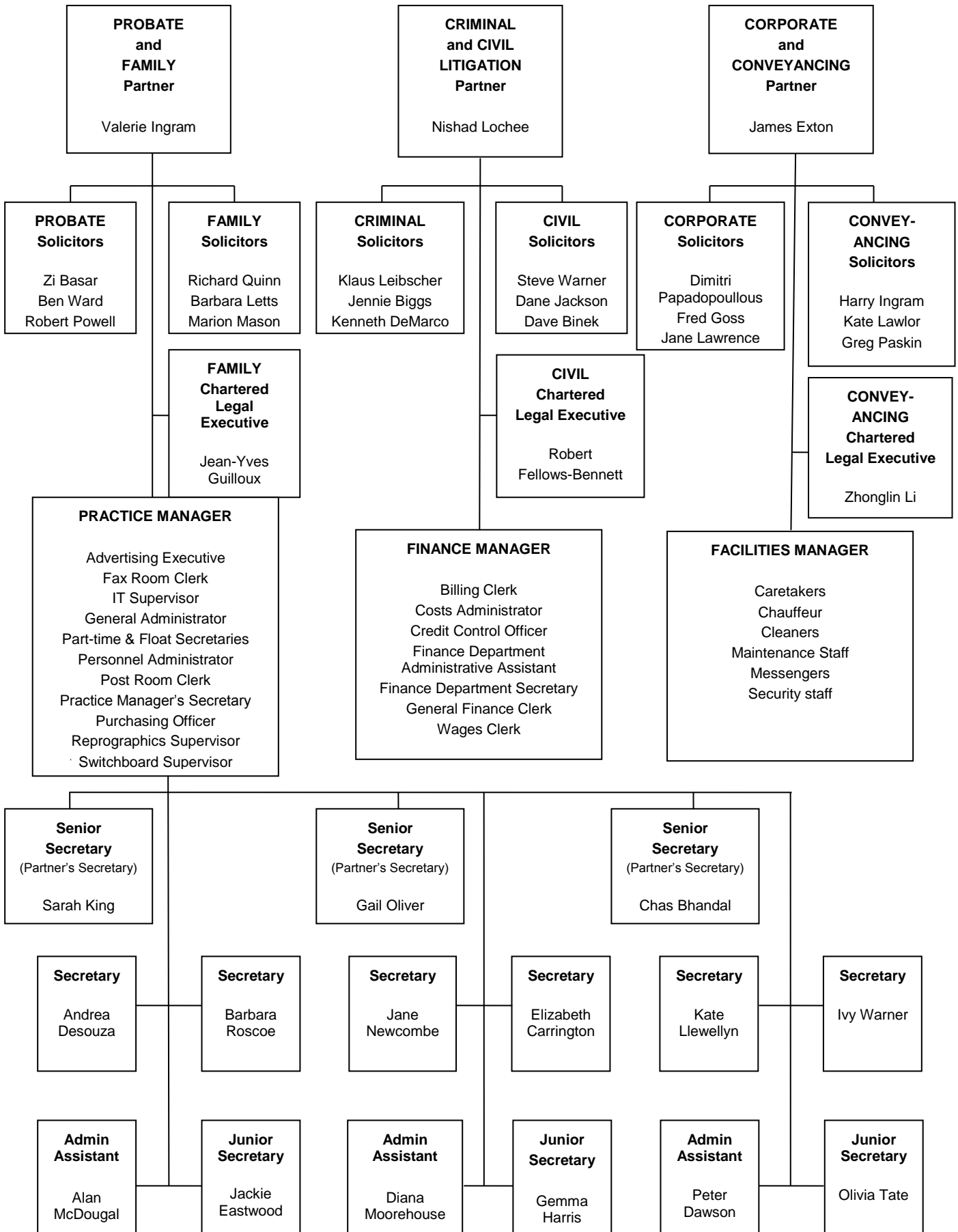
Level 2/3 Diploma in Legal Administration assignments

The aim of the assignments is to demonstrate the candidate's ability to apply their understanding of legal concepts, procedure and process in a legal setting through the completion of scenario based tasks.

In all the assignments you will be working for the same firm: **INGRAM LOCHEE & EXTON**, solicitors. They are a rapidly expanding firm occupying a five-storey office block in the centre of Birmingham. The firm is divided into three main departments: Probate (with a sub-division of Family), Criminal Litigation (sub-division Civil Litigation) and Corporate (sub-division Conveyancing). Each department is in the charge of one of the Partners and is situated on a separate floor. Reprographics, post room, switchboard etc are on the ground floor and interview rooms, staff canteen and rest room on the top floor. As part of the firm's policy, you may be requested to work in any department either on a short-term or a long-term basis.

Valerie Ingram (Probate), Nishad Lochee (Criminal Litigation) and James Exton (Corporate) are the partners. There are 18 solicitors and three F.Inst.L.Ex. (Fellows of The Chartered Institute of Legal Executives) as shown in the organisation chart.

INGRAM LOCHEE & EXTON



Example of house style for letters

INGRAM LOCHEE & EXTON

PARTNERS

Valerie Ingram LLB
Nishad Lochee LLB
James Exton LLB

**18 Temple Row
BIRMINGHAM
B2 5DS**

DX: 13853 Birmingham 1
Tel: 0121 230 4932
Fax: 0121 230 4933
Email: cilexpt.co.uk

Our ref NL/AS/BOLTON

10 June 20**

URGENT *(if instructed)*

The Chief Constable
Yorkshire Constabulary
YORK
YR3 2ET

Dear Sir

MICHAEL BOLTON 14 NORTH STREET BIRMINGHAM

We act for the above named who was involved in a road traffic accident on the A38 near Bromsgrove on 20 August.

The other party involved was Mr D Hughes of 36 Gleneagles Road Blackpool.

Would you please let us have a copy of the police report together with a note of your costs.

We enclose a stamped addressed envelope for your early reply.

Yours faithfully
INGRAM LOCHEE & EXTON

Nishad Lochee
Partner

Enc

Copy to: Mr M Bolton

INGRAM LOCHEE & EXTON

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(not for service)

Glossary of terms used in the assignments

Terms	Description
Briefing notes	relate to a specific scenario, headed, identify key issues, summarise legal points relating to those issues.
Set of notes/revision notes/research notes	use sub-headings, summarise important principles for ease of reference.
Presentation notes/materials	summarises key points, may use bullet points, may use presentation slides which may include images or graphics.
Hand-out/factsheet/information sheet	factual, primarily text, informative, uses sub-headings, usually on A4 or A5 sized paper.
Leaflet	informative, may contain graphics or images, can be A4 or A5, may include examples or scenarios, question and answer or real cases by way of explanation.
Written summary	short continuous prose which will usually focus on a specific issue.

Appendix 1

Candidate action plan - example

Centre name:	_____
Candidate name:	_____
Course title:	_____

Task/ assignment	Action points
-------------------------	----------------------

Assessor name:

Candidate Name:

Assessor signature:

Candidate signature:

Date:

Date:

Appendix 2

Witness testimony - example

Level 2/3 Diploma in Legal Administration

Candidate name _____

Centre name and number _____

I hereby testify that the above candidate has carried out all the requirements of the following assignment within the recommended time allowance stated. I further testify that all work submitted is authentic and the candidate's own.

Unit number

Assignment title
and tasks
completed

Venue

Date

Witness details

Name _____

Position/Job title _____

Organisation/contact details _____

Candidate signature _____ Date _____

Witness signature _____ Date _____

Appendix 3

Summary of unit assignment achievements - example

5528 Level 2/3 Diploma in Legal Administration

Candidate name _____

Candidate enrolment number _____

Centre name and number _____

Unit number	Assignment title	Time taken	Date	Candidate signature	Assessor signature
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Confirmation of achievement for which certification is requested

Name of quality assurance co-ordinator _____

Signature _____

Date _____

NB: Where a quality assurance co-ordinator is signing off the achievements and confirming this candidate has completed prior to certification, they should sign and date where indicated. If the quality assurance co-ordinator has also 'sampled' one or more of the candidate's evidence, the quality assurance co-ordinator should also initial against unit number in red.

Appendix 4

Assessor tracking document - example

5528 Level 2/3 Diploma in Legal Administration

Assessor _____

Candidate name

	255 (Pass)	256	257	258	259	260	261	Qualification achieved

Quality assurance co-ordinator check: date and initial next to candidate sampled.

Candidate feedback form

Assignment 5528-

Candidate name

Date

Assessor/Tutor feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Assessor/Tutor feedback to candidate on outcome of resubmission

Candidate signature

Date

Tutor/assessor signature

Date

Assessor assignment feedback report

Centre name: _____

Centre number: _____

Assessor's name: _____

Date: _____

Assignment Title/Component Number: _____

Thank you for delivering the assignment. To help us to ensure that our assignments are of the highest quality, relevant and met your expectations we would like you to complete this 'Assignment feedback report' and return it to City & Guilds.

Please circle the answers that you believe to be correct:

Example = yes no

1. How long did it take you to prepare to use the assignment?

Less than 1 hour. Between 1 & 2 hours More than 2 hours

2. How difficult did you find the assignment to use?

Easy Not too difficult Difficult

3. Did you find the marking criteria:

a. Easy to understand? yes no

b. Easy to use? yes no

c. Well presented? yes no

4. Was the record keeping difficult? yes no

if yes, why was it difficult?

5. Do you feel this style of assignment is right for this unit? yes no

If 'no', what could be better? _____

6. Did the assignment cover the unit content?

Partly Completely There were things from outside the unit

7. Please award a mark out of 10 for how easy the assignment was to understand.

8. Please award a mark out of 10 for how easy the assignment was to use as an assessor.

Please write any additional comments on the next page.

Thank you. Please return this questionnaire to City & Guilds, 1 Giltspur St, London, EC1A 9DD or email denise.annakie@cityandguilds.com

Additional comments:

Actioned (staff use only): Name: _____ Signature _____ Date _____
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