



# **City & Guilds Awards, Certificates and Diplomas in Employability Skills (5546)**

**Qualification Handbook for centres**

**May 2024 Version 8.0**



## Qualification at a glance

<b>Subject area</b>	<b>Employability</b>
<b>City &amp; Guilds number</b>	5546
<b>Age group approved</b>	All
<b>Entry requirements</b>	No preconditions for entry
<b>Assessment</b>	Portfolio
<b>Fast track</b>	Available
<b>Support materials</b>	Centre handbook Unit packs
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
1.2 August 2014	Barred combination table updated	<b>4.5 Barred combinations</b>
	Removed outdated paragraph regarding teacher requirements	<b>3.1 Resource requirements</b>
1.3 August 2014	Removed duplicated programmes of studies	<b>Introduction to the qualifications</b>
	Barred combination table updated,	<b>Barred combinations</b>
1.4 September 2014	Added units 519, 522 and 523 to 6013632/7	<b>2.1 Qualifications structure</b> <b>4.3 List of units</b> <b>4.5 Barred combinations</b>
2.0 November 2014	Added units 518, 519, 520, 522 and 523 to 601/3645/5	<b>2.1 Qualifications structure</b> <b>4.3 List of units</b> <b>4.5 Barred combinations</b>
3.0 December 2014	Added units 215-220, 328-349,448-461,524-526	<b>Qualifications structure</b> <b>List of units</b> <b>Barred combination table</b>
4.0 February 2015	Unit 406 replaced with unit 462	<b>4.3 List of units</b> <b>4.5 Barred combinations</b>
4.1 June 2015	Unit title for 520 corrected on page 33.	<b>4.3 List of Units</b>
5.0 December 2015	Units 371 and 486 added to 6 qualifications	<b>2.1 Qualifications structure</b> <b>4.5 Barred combination table</b>

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
6.0 May 2016	Units 370, 375-377, 475-477, 480 added to 6 qualifications	<b>2.1 Qualifications structure</b> <b>4.3 List of Units</b> <b>4.5 Barred combination table</b>
7.0 November 2016	Unit 488 added to 5 qualifications	<b>2.1 Qualifications structure</b> <b>4.3 List of Units</b> <b>4.5 Barred combination table</b>
	Units 370, 375-377, 475-477, 480, 486 added to 9 qualifications	<b>2.1 Qualifications structure</b> <b>4.3 List of Units</b> <b>4.5 Barred combination table</b>
	Barred combination table updated	<b>4.5 Barred combination table</b>
7.1 May 2017	Unit 370 credit value amended from 1 to 2	<b>4.3 List of units</b>
7.2 September 2017	Added TQT and GLH details	<b>Qualification at a Glance, Structure</b>
7.3 November 2018	Updated Barred Units	<b>Barred Combination table</b>
7.4 October 2020	Updated Barred Units for unit 314	<b>Barred Combination table</b>
8.0 May 2024	Update of Quality Assurance Statement Updated to remove units and pathways that have been withdrawn	<b>Centre Requirements</b>  <b>Throughout</b>



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# 1 Introduction

This document tells you what you need to do to deliver the qualification[s]:

<b>Area</b>	<b>Description</b>
Who are the qualifications for?	These qualifications are aimed at anyone who wants to live a more independent life, progress in education and / or their employment prospects; get into a job, develop on the job or move onto the next job, as they progress along the career ladder.
What do these qualifications cover?	<p>Employability Skills qualifications form a key part of City &amp; Guilds Skills for Work &amp; Life offer.</p> <p>The qualifications support individuals in learning and developing the key skills, qualities and attitudes which are wanted by all employers.</p> <p>The qualifications have been designed in collaboration with a range of experts from various industry sectors, training providers and employment and recruitment professionals to ensure the content matches what is needed and valued by today's employment market, also meeting the needs for study programmes and traineeships.</p>
What opportunities for progression are there?	These qualifications can assist learners' chances of progressing in education and gaining employment in any industry.

## 2 Introduction to the qualifications

This handbook contains the information that centres need to offer the following qualifications:

<b>Qualification title</b>	<b>GLH</b>	<b>TQT</b>	<b>City &amp; Guilds no.</b>	<b>Qualification accreditation number</b>
<b>Introductory Awards</b>				
City & Guilds Entry Level Introductory Award in Employability Skills (Entry 2)	13	20	5546-01	601/3623/6
City & Guilds Entry Level Introductory Award in Employability Skills (Entry 3)	11	20	5546-01	601/3625/X
City & Guilds Level 1 Introductory Award in Employability Skills	9	20	5546-01	601/3628/5
City & Guilds Level 2 Introductory Award in Employability Skills	11	20	5546-01	601/3631/5
<b>Entry 2 Awards</b>				
City & Guilds Entry Level Award in Employability Skills (Entry 2)	39	60	5546-02	601/3624/8
<b>Entry 3 Awards</b>				
City & Guilds Entry Level Award in Employability Skills (Entry 3)	37	60	5546-02	601/3626/1
City & Guilds Entry Level Award in Employability Skills – Volunteering (Entry 3)	37	60	5546-02	601/3626/1
<b>Level 1 Awards</b>				
City & Guilds Level 1 Award in Employability Skills	29	60	5546-02	601/3629/7
City & Guilds Level 1 Award in Employability Skills – Preparing for Employment	29	60	5546-02	601/3629/7
City & Guilds Level 1 Award in Employability Skills – Volunteering	29	60	5546-02	601/3629/7
<b>Level 2 Awards</b>				
City & Guilds Level 2 Award in Employability Skills	34	60	5546-02	601/3632/7
<b>Extended Awards</b>				
City & Guilds Entry Level Extended Award in Employability Skills (Entry 2)	66	100	5546-03	601/3635/2
City & Guilds Entry Level Extended Award in Employability Skills (Entry 3)	62	100	5546-03	601/3627/3
City & Guilds Level 1 Extended Award in Employability Skills	49	100	5546-03	601/3630/3
<b>Certificates</b>				

<b>Qualification title</b>	<b>GLH</b>	<b>TQT</b>	<b>City &amp; Guilds no.</b>	<b>Qualification accreditation number</b>
City & Guilds Entry Level Certificate in Employability Skills (Entry 2)	105	150	5546-04/40	601/3634/0
City & Guilds Entry Level Certificate in Employability Skills (Entry 3)	93	150	5546-04/40	601/3641/8
City & Guilds Level 1 Certificate in Employability Skills	77	150	5546-04/40	601/3643/1
City & Guilds Level 2 Certificate in Employability Skills	85	150	5546-04/40	601/3645/5
<b>Extended certificates</b>				
City & Guilds Entry Level Extended Certificate in Employability Skills (Entry 3)	159	250	5546-05/41	601/3642/X
City & Guilds Level 1 Extended Certificate in Employability Skills	135	250	5546-05/41	601/3644/3
City & Guilds Level 2 Extended Certificate in Employability Skills	146	250	5546-05/41	601/3646/7
<b>Diplomas</b>				
City & Guilds Entry Level Diploma in Employability Skills (Entry 3)	242	370	5546-06/42	601/3561/X
City & Guilds Level 1 Diploma in Employability Skills	206	370	5546-06/42	601/3559/1

This suite of qualifications has been developed for the widest range of learners possible: young people and adults, those who are pre-employment, in employment or between jobs. They recognise the personal skills, qualities and attitudes required by employers across vocational sectors. These qualifications are also suitable for those learners who intend to progress to further learning. There are no pre-conditions for entry and there is no minimum level of literacy or numeracy required. Qualification providers can deliver these qualifications alongside a language, literacy or numeracy qualification.

## 2.1 Qualifications structure

Rules of combination are used to define the structure of qualifications. The rules of combination specify the credits which must be achieved through a particular combination of units to gain a full qualification.

This section provides information about the full qualifications which may be awarded to learners successfully completing the required combinations of units and/or credits as shown below.

### **Introductory Awards – 5546-01**

#### **City & Guilds Entry Level Introductory Award in Employability Skills (Entry 2) (601/3623/6)**

**Total Qualification Time (TQT): 20 hours**

Learners must achieve a minimum of 2 credits from units 201-220.

Plus **901** for certification.

#### **City & Guilds Entry Level Introductory Award in Employability Skills (Entry 3) (601/3625/X)**

**Total Qualification Time (TQT): 20 hours**

Learners must achieve a minimum of 2 credits from units 301-349.

Plus **902** for certification.

#### **City & Guilds Level 1 Introductory Award in Employability Skills (601/3628/5)**

**Total Qualification Time (TQT): 20 hours**

Learners must achieve a minimum of 2 credits from units 401-405, 407-462.

Plus **903** for certification.

#### **City & Guilds Level 2 Introductory Award in Employability Skills (601/3631/5)**

**Total Qualification Time (TQT): 20 hours**

Learners must achieve a minimum of 2 credits from units 501-526.

Plus **904** for certification.



## **Awards – 5546-02**

### **City & Guilds Entry Level Award in Employability Skills (Entry 2) (601/3624/8)**

**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 201-220.

Plus **905** for certification.

### **City & Guilds Entry Level Award in Employability Skills (Entry 3) (601/3626/1)**

**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 301- 337, 340 – 341, 348, 370-371, 375-377.

Plus **914** for certification.

## **Entry 3 Themed Awards**

### **City & Guilds Entry Level Award in Employability Skills – Volunteering (Entry 3) (601/3626/1)**

**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 301, 303, 304, 310, 311, 314, 315, 318, 319, 322, 323, 326, 327.

Plus **921** for certification.

### **City & Guilds Level 1 Award in Employability Skills (601/3629/7)**

**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 401-405, 407-446, 454-455, 457, 459 – 460, 462, 475-477, 480, 486, 488.

Plus **924** for certification.

## **Level 1 Themed Awards**

### **City & Guilds Level 1 Award in Employability Skills – Preparing for Employment (601/3629/7)**

**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 403-405, 407-408, 411, 413, 414, 417, 421-428, 431-436, 441, 443, 446.

Plus **925** for certification.

### **City & Guilds Level 1 Award in Employability Skills – Volunteering (601/3629/7)**

**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 401, 403-408, 410, 411, 413-415, 417, 418, 420-426, 428-438, 443, 446.

Plus **932** for certification.

**City & Guilds Level 2 Award in Employability Skills (601/3632/7)**  
**Total Qualification Time (TQT): 60 hours**

Learners must achieve a minimum of 6 credits from units 501-526.

Plus **935** for certification.

**Note:** The following qualifications contain barred units. Please refer to Section 4.5 of this handbook or the Walled Garden.

**Extended Awards – 5546-03**

**City & Guilds Entry Level Extended Award in Employability Skills (Entry 2)**  
**(601/3635/2)**

**Total Qualification Time (TQT): 100 hours**

Learners must achieve a minimum of 10 credits, of which:

- a minimum of 8 credits must come from units 201-220
- a minimum of 2 credits may come from units 201-220, 301-337, 340-341, 345-346, 348.

Plus **944** for certification.

**City & Guilds Entry Level Extended Award in Employability Skills (Entry 3)**  
**(601/3627/3)**

**Total Qualification Time (TQT): 100 hours**

Learners must achieve a minimum of 10 credits, of which:

- a minimum of 8 credits must come from units 301-337, 340-341, 345-346, 348., 370-371, 375-377
- a minimum of 2 credits may come from units 201-220, 301-337, 340-341, 345-346, 348., 370-371, 375-377, 401-405, 407-446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488.

Plus **945** for certification.

**City & Guilds Level 1 Extended Award in Employability Skills (601/3630/3)**  
**Total Qualification Time (TQT): 100 hours**

Learners must achieve a minimum of 10 credits, of which:

- a minimum of 8 credits must come from units 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488
- a minimum of 2 credits may come from units 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 – 526.

Plus **946** for certification.

**Certificates – 5546-04/40**

**City & Guilds Entry Level Certificate in Employability Skills (Entry 2)**  
**(601/3634/0)**

**Total Qualification Time (TQT): 150 hours**

Learners must achieve a minimum of 15 credits, of which:

- a minimum of 11 credits must come from units 201-220
- a minimum of 4 credits may come from units 201-220, 301 - 337, 340 - 341, 345 - 346, 348.

Plus **948** for certification.

### **City & Guilds Entry Level Certificate in Employability Skills (Entry 3) (601/3641/8)**

**Total Qualification Time (TQT): 150 hours**

Learners must achieve a minimum of 15 credits, of which:

- a minimum of 11 credits must come from units 301 - 337, 340 - 341, 345 - 346, 348, 370-371, 375-377
- a minimum of 4 credits may come from units 201-220, 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488.

Plus **949** for certification.

### **City & Guilds Level 1 Certificate in Employability Skills (601/3643/1)**

**Total Qualification Time (TQT): 150 hours**

Learners must achieve a minimum of 15 credits, of which:

- a minimum of 11 credits must come from units 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488
- a minimum of 4 credits may come from units 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 - 526.

Plus **950** for certification.

### **City & Guilds Level 2 Certificate in Employability Skills (601/3645/5)**

**Total Qualification Time (TQT): 150 hours**

Learners must achieve a minimum of 15 credits, of which:

- a minimum of 11 credits must come from units 501-526
- a minimum of 4 credits may come from units 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 - 526.

Plus **951** for certification.

## **Extended Certificates – 5546-05/41**

### **City & Guilds Entry Level Extended Certificate in Employability Skills (Entry 3) (601/3642/X)**

**Total Qualification Time (TQT): 250 hours**

Learners must achieve a minimum of 25 credits, of which:

- a minimum of 19 credits must come from units 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377
- a minimum of 6 credits may come from units 201-220, 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488.

Plus **953** for certification.

**City & Guilds Level 1 Extended Certificate in Employability Skills  
(601/3644/3)**

**Total Qualification Time (TQT): 250 hours**

Learners must achieve a minimum of 25 credits, of which:

- a minimum of 19 credits must come from 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488
- a minimum of 6 credits may come from units 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 - 526.

Plus **954** for certification.

**City & Guilds Level 2 Extended Certificate in Employability Skills  
(601/3646/7)**

**Total Qualification Time (TQT): 250 hours**

Learners must achieve a minimum of 25 credits, of which:

- a minimum of 19 credits must come from 501-526
- a minimum of 6 credits may come from units 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 - 526.

Plus **955** for certification.

**Diplomas – 5546-06/42**

**City & Guilds Entry Level Diploma in Employability Skills (Entry 3)  
(601/3561/X)**

**Total Qualification Time (TQT): 370 hours**

Learners must achieve a minimum of 37 credits, of which:

- a minimum of 28 credits must come from 301-337, 340 - 341, 345 - 346, 348, 370-371, 375-377
- a minimum of 9 credits may come from units 201-220, 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 - 526.

Plus **956** for certification.

**City & Guilds Level 1 Diploma in Employability Skills (601/3559/1)**

**Total Qualification Time (TQT): 370 hours**

Learners must achieve a minimum of 37 credits, of which:

- a minimum of 28 credits must come from units 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488
- a minimum of 9 credits may come from units 301 - 337, 340 - 341, 345 - 346, 348, 370 - 371, 375 - 377, 401 - 405, 407 - 446, 454 - 455, 457, 459 - 460, 462, 476 - 477, 480, 486, 488, 501 - 526.

Plus **957** for certification.

## Certificates of unit credit

Certificates of Unit Credit (CUC) will be issued to learners listing each successfully completed unit, even if a full qualification is not attempted. Learners who complete a full qualification will receive, in addition to their certificate, a CUC listing each unit achieved.

## Certification modules

Although all unit achievements will be recorded on a Certificate of Unit Credit (CUC), learners will only receive a full qualification certificate if the relevant Award Module or Certificate Module is claimed **in addition** to the units the learner has achieved.

Please ensure that these modules are only claimed once learners have achieved sufficient credits at a high enough level to entitle them to that qualification.

<b>Qualification</b>	<b>Certificate module</b>
<b>Introductory awards</b>	
City & Guilds Entry Level Introductory Award in Employability Skills (Entry 2)	5546-901
City & Guilds Entry Level Introductory Award in Employability Skills (Entry 3)	5546-902
City & Guilds Level 1 Introductory Award in Employability Skills	5546-903
City & Guilds Level 2 Introductory Award in Employability Skills	5546-904
<b>Awards</b>	
City & Guilds Entry Level Award in Employability Skills (Entry 2)	5546-905
City & Guilds Entry Level Award in Employability Skills (Entry 3)	5546-914
City & Guilds Entry Level Award in Employability Skills – Volunteering (Entry 3)	5546-921
City & Guilds Level 1 Award in Employability Skills	5546-924
City & Guilds Level 1 Award in Employability Skills – Preparing for Employment	5546-925
City & Guilds Level 1 Award in Employability Skills – Volunteering	5546-932
City & Guilds Level 2 Award in Employability Skills	5546-935
City & Guilds Entry Level Extended Award in Employability Skills (Entry 2)	5546-944
City & Guilds Entry Level Extended Award in Employability Skills (Entry 3)	5546-945
City & Guilds Level 1 Extended Award in Employability Skills	5546-946
<b>Certificates</b>	
City & Guilds Entry Level Certificate in Employability Skills (Entry 2)	5546-948

<b>Qualification</b>	<b>Certificate module</b>
City & Guilds Entry Level Certificate in Employability Skills (Entry 3)	5546-949
City & Guilds Level 1 Certificate in Employability Skills	5546-950
City & Guilds Level 2 Certificate in Employability Skills	5546-951
City & Guilds Entry Level Extended Certificate in Employability Skills (Entry 3)	5546-953
City & Guilds Level 1 Extended Certificate in Employability Skills	5546-954
City & Guilds Level 2 Extended Certificate in Employability Skills	5546-955
<b>Diplomas</b>	
City & Guilds Entry Level Diploma in Employability Skills (Entry 3)	5546-956
City & Guilds Level 1 Diploma in Employability Skills	5546-957

### **Barred combinations**

Units that have a significant overlap in content are 'barred combinations'. Learners can take units that are barred and they will appear on the learner's Certificate of Unit Credit (CUC), but barred units will not both/all count towards the credit required for a qualification.

If a centre wishes to claim two (or more) barred units for a learner, they are advised to claim the unit that is most necessary to the rules of combination for the qualification and then wait until they receive the certification before they claim the other barred unit(s).

If a centre claims two (or more) barred units at the same time, they may not be recognised and therefore the learner will not be considered to have achieved the qualification.

Full details of the barred combinations can be found in Section 4.5 of this document.

### **Total Qualification Time**

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

<b>Title and level</b>	<b>GLH</b>	<b>TQT</b>
City & Guilds Entry Level Introductory Award in Employability Skills (Entry 2)	13	20
City & Guilds Entry Level Introductory Award in Employability Skills (Entry 3)	11	20
City & Guilds Level 1 Introductory Award in Employability Skills	9	20

City & Guilds Level 2 Introductory Award in Employability Skills	11	20
City & Guilds Entry Level Award in Employability Skills (Entry 2)	39	60
City & Guilds Entry Level Award in Employability Skills (Entry 3)	37	60
City & Guilds Entry Level Award in Employability Skills – Volunteering (Entry 3)	37	60
City & Guilds Level 1 Award in Employability Skills	29	60
City & Guilds Level 1 Award in Employability Skills – Preparing for Employment	29	60
City & Guilds Level 1 Award in Employability Skills – Volunteering	29	60
City & Guilds Level 2 Award in Employability Skills	34	60
City & Guilds Entry Level Extended Award in Employability Skills (Entry 2)	66	100
City & Guilds Entry Level Extended Award in Employability Skills (Entry 3)	62	100
City & Guilds Level 1 Extended Award in Employability Skills	49	100
City & Guilds Entry Level Certificate in Employability Skills (Entry 2)	105	150
City & Guilds Entry Level Certificate in Employability Skills (Entry 3)	93	150
City & Guilds Level 1 Certificate in Employability Skills	77	150
City & Guilds Level 2 Certificate in Employability Skills	85	150
City & Guilds Entry Level Extended Certificate in Employability Skills (Entry 3)	159	250
City & Guilds Level 1 Extended Certificate in Employability Skills	135	250
City & Guilds Level 2 Extended Certificate in Employability Skills	146	250
City & Guilds Entry Level Diploma in Employability Skills (Entry 3)	242	370
City & Guilds Level 1 Diploma in Employability Skills	206	370

## Opportunities for progression

These qualifications provide a solid grounding in generic employability and personal development skills, which will enable progression to employment and/or to further learning including qualifications such as:

- Functional Skills
- Essential Skills Wales
- Essential Skills (Northern Ireland)
- vocational qualifications

The Work-based experience unit provides valuable preparation for employment as it enables learners to prepare for, attend and review work experience. The Candidate Project unit is particularly relevant to learners who wish to progress to further learning since it can be used to plan, carry out and evaluate a piece of research.



## 3 Centre requirements

This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff. To offer the 5546 qualifications, existing City & Guilds customers will need to gain qualification approval. New centres will need to gain both centre and qualification approval. Please refer to the document **Centre Approval Process: Quality Assurance Standards** for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

### 3.1 Resource requirements

#### Human resources

To meet the quality assurance criteria for these qualifications the centre must ensure that the following internal roles are undertaken:

- quality assurance co-ordinator
- trainer/tutor
- assessor
- internal quality assurer (this can be the same person as the quality assurance co-ordinator).

Teachers in Wales and Northern Ireland should be guided by current government policy.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but must never internally quality assure their own assessments.

Trainer/tutors must be competent and confident to a level above that which they are assessing.

#### Assessors and internal quality assurer

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for these qualifications. However, staff should hold, or be working towards, teaching/training qualifications and have sufficient experience and/or qualifications for competent delivery and assessment of the unit.

#### 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 that it takes account of any national or legislative developments.

### **3.2 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. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on both CASS and City and Guilds Quality Assurance processes visit: the [What is CASS?](#) and [Quality Assurance Standards](#) documents on the City & Guilds website.

### **3.3 Learner entry requirements**

Learners should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for learners undertaking these qualifications. However, centres must ensure that learners have the potential and opportunity to achieve the qualifications successfully.

Please see Section 5 of this document, Course design and delivery, which offers guidance on initial assessment.

### **Age restrictions**

These qualifications are suitable for the pre 16, 16-18, 18+ and 19+ age ranges ie for both young people and adults.

## 4 Units

### 4.1 Availability of units

The units for these qualifications are available in the following handbooks:

- Entry 2 Unit Handbook for Centres
- Entry 3 Unit Handbook for Centres
- Level 1 Unit Handbook for Centres
- Level 2 Unit Handbook for Centres

### 4.2 Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- City & Guilds unit number
- title
- level
- credit value
- Unit accreditation number (UAN)
- unit aim
- Guided Learning Hours (GLH)
- learning outcomes and assessment criteria
- how the unit is assessed.

### 4.3 List of units

This is a list of all the units in 5546-01-02-03-04-05-06:

Unit	QAN	Title	Credit value	GLH
<b>Entry Level 2 Units</b>				
201	R/506/2649	Planning for progression	2	13
202	D/506/2783	Personal finance	1	10
203	A/506/2645	Behaviour at work	1	8
204	F/506/2646	Effective communication	2	13
205	M/501/6911	Introduction to ICT	3	20
206	T/506/2644	Applying for a job	1	6
207	T/502/0863	Improve personal manner and conduct	2	20
208	J/506/2650	Searching for a job	2	16
209	F/502/0784	Workplace safety and emergency procedures	1	10
210	M/502/0862	Identify hazards in familiar settings	2	20
211	L/506/2651	Working as part of a group	2	18
212	Y/506/2782	Healthy living	1	10
213	R/501/6920	Personal skills	3	22
214	K/502/0861	Make a familiar journey safely	2	20
215	L/502/0660	Recognise outside parts of a motor car or van	1	10
216	Y/502/0662	Wash the outside of a motor car or van	2	20
217	D/502/0663	Clean the inside of a motor car or van	2	20
218	H/502/0664	Repair a puncture	2	20
219	K/506/8313	Environmental awareness	2	20
220	R/506/8080	Dealing with problems in daily life	2	20
<b>Entry Level 3 Units</b>				
301	Y/501/6921	Planning for progression	3	21
302	H/506/2784	Personal finance	1	10
303	J/505/4645	Conduct at work	1	10
304	Y/505/4648	Effective communication	2	11
305	M/501/6925	Introduction to ICT	3	20
306	K/506/2639	Applying for a job	2	11
307	Y/506/3107	Interview skills	3	27
308	H/506/2641	Searching for a job	2	20

<b>Unit</b>	<b>QAN</b>	<b>Title</b>	<b>Credit value</b>	<b>GLH</b>
309	M/502/4278	Prepare for and attend an interview	2	20
310	R/502/0840	Work safely	2	20
311	A/506/2726	Working as part of a team	3	24
312	H/506/2722	Healthy living	2	16
313	T/505/4656	Personal presentation and hygiene	2	15
314	M/506/3114	Safe learning in the workplace	3	25
315	Y/505/4651	Effective written communication for the workplace	2	14
316	F/506/2727	Undertaking work placement	3	30
317	M/506/2724	Rights, responsibilities and citizenship	3	25
318	T/506/2725	Investigating rights and responsibilities at work	1	10
319	J/501/6946	Candidate project	3	20
320	T/506/3115	Enterprise activity	3	28
321	M/501/6942	Community project	3	24
322	R/505/4650	Effective speaking for the workplace	2	16
323	T/505/4642	Attitudes and values for personal development	1	10
324	K/506/2785	Take part in leisure activities	1	10
325	R/506/2652	Recognise the benefits of leisure time	1	10
326	Y/502/0841	Plan and make a journey using public transport	2	20
327	T/502/0782	Lift and handle safely	2	20
328	D/502/0761	Wash and polish a motor car or van	3	30
329	H/502/0762	Remove check and replace a wheel on a motor car or van	2	20
330	M/502/0764	Check and maintain levels of fluids in a motor car or van	2	20
331	A/502/0766	Check and maintain lights on a motor car or van	2	20
332	J/502/0768	Replace spark plugs	1	10
333	H/506/2817	Introduction to the hospitality industry	1	10
334	J/506/8089	Work awareness	2	20
335	T/506/8881	Environmental awareness	2	20

Unit	QAN	Title	Credit value	GLH
336	A/506/8882	Introduction to drug and alcohol awareness	2	20
337	A/506/8090	Dealing with problems in daily life	2	20
340	K/506/8098	Self - assessment	1	10
341	T/506/8055	Health & Safety in places of work	2	20
345	Y/602/1322	Introducing paint finishing skills	2	20
346	K/502/0777	Recognise and use hand tools and materials used in construction	2	20
348	T/602/1635	Introducing site carpentry skills	2	19
370	A/507/5167	Introduction to retail	2	12
371	K/507/5178	Introduction to customer service	1	12
375	T/508/4448	Behaviour in a business administration environment	2	16
376	R/508/4456	Create a good impression on customers	2	15
377	H/508/4459	The customer service experience	2	15
<b>Level 1 Units</b>				
401	F/501/6878	Planning for progression	3	20
402	T/506/2708	Managing personal finance	3	20
403	K/501/6891	Work-based experience	3	15
404	R/506/2702	Effective communication	2	13
405	A/501/6880	Career planning and making applications	3	24
407	K/505/4654	Interview skills	3	18
408	J/506/2731	Searching for a job	2	20
409	F/505/4658	Career progression	2	16
410	L/506/2732	Keeping safe	3	26
411	L/505/4663	Working as part of a team	3	25
412	D/504/8169	Contribute to own healthy living	2	20
413	A/505/4660	Safe learning in the workplace	4	23
414	A/506/2709	Preparing for work	2	12
415	F/505/4661	Building working relationships in the workplace	2	17
416	J/505/4662	Rights, responsibilities and citizenship	3	20
417	L/506/3136	Investigating rights and responsibilities at work	2	17
418	Y/501/6899	Candidate project	3	20
419	J/505/4659	Enterprise activity - producing a product or service	3	23

<b>Unit</b>	<b>QAN</b>	<b>Title</b>	<b>Credit value</b>	<b>GLH</b>
420	T/501/6893	Undertaking work placement	3	22
421	Y/505/4665	Community project	3	14
422	J/505/4743	Self assessment and development	3	25
423	M/506/2710	Recognise the benefits of having a work/life balance	2	9
424	J/600/7805	Introduction to health and safety awareness in the workplace	2	18
425	Y/506/2703	Effective skills, qualities and attitudes for learning and work	2	14
426	A/501/6894	Contributing to a team	3	20
427	J/506/2664	Recognising employment opportunities	2	12
428	J/506/2700	Business and customer awareness	1	7
429	Y/506/2698	Alternatives to paid work	2	11
430	M/506/2786	Dealing with problems	1	10
431	L/506/2701	Developing personal confidence	1	10
432	T/506/2711	Understanding assertive behaviour	1	10
433	R/506/2733	Coping with change	2	20
434	R/505/4664	Interpersonal relationships	2	14
435	D/506/2699	Awareness of equality and diversity	2	17
436	F/600/7804	Valuing equality and diversity	2	16
437	K/600/6193	Understanding the language and culture of a community	3	26
438	H/501/6887	Supporting others	3	22
439	D/506/2704	Environmental awareness	2	12
440	H/506/2705	Family relationships	1	10
441	L/501/6883	Rights and responsibilities in the workplace	3	20
442	T/506/2787	Introduction to alcohol awareness	3	30
443	K/506/2706	Introduction to decision-making	1	9
444	M/506/2707	Introduction to drug awareness	3	12
445	L/506/2665	Understanding crime and its effects	3	18
446	F/506/2789	Using materials and equipment for a practical activity	1	10
448	Y/506/6234	Awareness of stress and stress management	3	30

449	L/506/8126	Understanding conflict at work	1	6
450	R/506/8127	Understanding personal finance for employment	2	12
451	Y/506/8128	Assertive living	3	27
454	R/506/8144	Understanding child development	3	30
455	R/506/8564	Understanding children's social and emotional development	3	27
457	J/506/8562	Understanding the physical and psychological needs of children	3	27
459	K/506/8120	Using cooking skills in the domestic kitchen	3	27
460	F/506/8883	Introduction to working with vulnerable adults	1	9
462	L/507/0295	Applying for a job	2	16
476	Y/508/4457	Create a positive impression on customers	2	15
477	L/508/4701	The customer service experience	2	15
480	M/507/4985	Introduction to working in health care, adult care and child care	3	27
485	F/507/5185	Introduction to retail	2	18
486	R/507/5191	Introduction to customer service	2	16
488	J/615/0236	Disclosure of information	1	12



## Level 2 Units

501	A/600/6196	Career planning and making applications	3	20
502	T/600/6195	Effective skills, qualities and attitudes for learning and work	3	22
503	D/506/2721	Preparing for an interview	2	13
504	R/506/2666	Communicating with others in the workplace	2	11
505	D/600/7793	Candidate project for learning and work	3	20
506	J/506/2714	Applying for a job	2	13
507	Y/506/2717	Improving practical skills and techniques	3	19
508	D/506/2718	Introduction to career progression	1	7
509	A/506/2791	Introduction to continued professional development	1	10
510	A/506/2712	Introduction to leadership	1	7
511	F/506/2713	Introduction to the benefits of coaching	1	7
512	H/506/2719	Introduction to the benefits of mentoring	1	7
513	Y/506/2720	Introduction to the principles of setting up a business	3	18
514	R/506/2716	Healthy living	2	11
515	L/506/2715	Exploring equality and diversity	2	12
516	T/506/2790	Using tools and equipment	1	10
517	F/506/2663	Managing time in the workplace	1	8
518	R/600/7791	Managing personal finance	3	26
519	M/600/7796	Dealing with challenges	2	17
520	T/600/7797	Managing yourself	3	26
521	T/600/7802	Introduction to sustainable development and global citizenship	3	26
522	K/600/7795	Team working skills	3	20
523	A/600/7798	Valuing customers	2	16
524	L/506/8630	Understanding conflict at work	1	6
525	A/506/8879	Drug awareness	3	30
526	T/506/8878	Alcohol awareness	3	30

## 4.4 Summary of assessment methods

The Unit handbooks explain how each unit is assessed. All the units are assessed by learner portfolio of evidence.

## Time constraints

All assessments must be completed and assessed within the learners' period of registration. Centres should advise learners of any internal timescales for the completion and marking of individual assessments.

### 4.5 Barred combination table

Unit	Level	Unit Title	Barred with
201	E2	Planning for progression	301, 401
202	E2	Personal finance	302, 402
203	E2	Behaviour at work	303
204	E2	Effective communication	304, 315, 322, 404
205	E2	Introduction to ICT	305
206	E2	Applying for a job	306, 405, 406, 462
207	E2	Improve personal manner and conduct	N/A
208	E2	Searching for a job	308, 408
209	E2	Workplace safety and emergency procedures	N/A
210	E2	Identify hazards in familiar settings	N/A
211	E2	Working as part of a group	311, 411
212	E2	Healthy living	312, 412
213	E2	Personal skills	N/A
214	E2	Make a familiar journey safely	N/A
215	E2	Recognise outside parts of a motor car or van	N/A
216	E2	Wash the outside of a motor car or van	N/A
217	E2	Clean the inside of a motor car or van	N/A
218	E2	Repair a puncture	N/A
219	E2	Environmental awareness	335, 349
220	E2	Dealing with problems in daily life	337
301	E3	Planning for progression	201, 401, 501
302	E3	Personal finance	202, 402, 518
303	E3	Conduct at work	203
304	E3	Effective communication	204, 315, 322, 404, 504
305	E3	Introduction to ICT	205
306	E3	Applying for a job	206, 405, 462, 501, 506

<b>Unit</b>	<b>Level</b>	<b>Unit Title</b>	<b>Barred with</b>
307	E3	Interview skills	407
308	E3	Searching for a job	208, 408
309	E3	Prepare for and attend an interview	503
310	E3	Work safely	N/A
311	E3	Working as part of a team	211, 411, 426
312	E3	Healthy living	212, 412, 514
313	E3	Personal presentation and hygiene	N/A
314	E3	Safe learning in the workplace	413
315	E3	Effective written communication for the workplace	204, 304, 322, 404
316	E3	Undertaking work placement	420
317	E3	Rights, responsibilities and citizenship	318, 416, 417, 441
318	E3	Investigating rights and responsibilities at work	317, 416, 417, 441
319	E3	Candidate project	418, 505
320	E3	Enterprise activity	321, 419, 421
321	E3	Community project	320, 419, 421
322	E3	Effective speaking for the workplace	204, 304, 315, 404, 504
323	E3	Attitudes and values for Personal Development	425, 502
324	E3	Take part in leisure activities	N/A
325	E3	Recognise the benefits of leisure time	N/A
326	E3	Plan and make a journey using public transport	N/A
327	E3	Lift and handle safely	N/A
328	E3	Wash and polish a motor car or a van	N/A
329	E3	Remove check and replace a wheel on a motor car or van	N/A
330	E3	Check and maintain level of fluids in a motor car or van	N/A
331	E3	Check and maintain lights on a motor car or van	N/A
332	E3	Replace spark plugs	N/A
333	E3	Introduction to the hospitality industry	N/A
334	E3	Work Awareness	N/A
335	E3	Environmental awareness	219, 439

<b>Unit</b>	<b>Level</b>	<b>Unit Title</b>	<b>Barred with</b>
336	E3	Introduction to drug and alcohol awareness	442, 444, 525, 526
337	E3	Dealing with problems in daily life	220, 430, 519
340	E3	Self-Awareness	442
341	E3	Health & safety in places of work	N/A
345	E3	Introducing paint finishing skills	N/A
346	E3	Recognise and use hand tools and materials used in construction	N/A
348	E3	Introducing site carpentry skills	N/A
370	E3	Introduction to retail	485
371	E3	Introduction to customer service	486
375	E3	Behaviour in a business administration environment	N/A
376	E3	Create a good impression on customers	476
377	E3	The customer service experience	477
401	L1	Planning for progression	201, 301, 501
402	L1	Managing personal finance	202, 302, 518
403	L1	Work-based experience	N/A
404	L1	Effective communication	304, 315, 322, 504
405	L1	Career planning and making applications	206, 306, 406, 462, 501, 506
407	L1	Interview skills	307
408	L1	Searching for a job	308
409	L1	Career progression	N/A
410	L1	Keeping safe	N/A
411	L1	Working as part of a team	311, 426
412	L1	Contribute to own healthy living	312, 514
413	L1	Safe learning in the workplace	314
414	L1	Preparing for work	N/A
415	L1	Building working relationships in the workplace	N/A
416	L1	Rights, responsibilities and citizenship	317, 318, 417, 441
417	L1	Investigating rights and responsibilities at work	317, 318, 416, 441
418	L1	Candidate project	319, 505
419	L1	Enterprise activity: producing a product or service	320, 321, 421
420	L1	Undertaking work placement	316

<b>Unit</b>	<b>Level</b>	<b>Unit Title</b>	<b>Barred with</b>
421	L1	Community project	320, 321, 419
422	L1	Self assessment and development	340
423	L1	Recognise the benefits of having a work/life balance	N/A
424	L1	Introduction to health and safety awareness in the workplace	N/A
425	L1	Effective skills, qualities and attitudes for learning and work	303, 323, 502, 504
426	L1	Contributing to a team	311, 411, 522
427	L1	Recognising employment opportunities	N/A
428	L1	Business and customer awareness	N/A
429	L1	Alternatives to paid work	N/A
430	L1	Dealing with problems	220, 337, 519
431	L1	Developing personal confidence	N/A
432	L1	Understanding assertive behaviour	N/A
433	L1	Coping with change	N/A
434	L1	Interpersonal relationships	N/A
435	L1	Awareness of equality and diversity	515
436	L1	Valuing equality and diversity	515
437	L1	Understanding the language and culture of a community	515
438	L1	Supporting others	N/A
439	L1	Environmental awareness	219, 335
440	L1	Family relationships	N/A
441	L1	Rights and responsibilities in the workplace	317, 318, 416, 417
442	L1	Introduction to alcohol awareness	336, 526
443	L1	Introduction to decision-making	N/A
444	L1	Introduction to drug awareness	336, 525
445	L1	Understanding crime and its effects	N/A
446	L1	Using materials and equipment for a practical activity	N/A
448	L1	Awareness of stress and stress management	N/A
449	L1	Understanding conflict at work	524
450	L1	Understanding personal finance for employment	N/A

<b>Unit</b>	<b>Level</b>	<b>Unit Title</b>	<b>Barred with</b>
451	L1	Assertive living	N/A
454	L1	Understanding child development	N/A
455	L1	Understanding children's social and emotional development	N/A
457	L1	Understanding the physical and psychological needs of children	N/A
459	L1	Using cooking skills in the domestic kitchen	N/A
460	L1	Introduction to working with vulnerable adults	N/A
462	L1	Applying for a job	206, 306, 405, 501, 506
476	L1	Create a positive impression on customers	376
477	L1	The customer service experience	377
480	L1	Introduction to working in health care, adult care and child care	N/A
486	L1	Introduction to customer service	371,501,506
485	L1	Introduction to retail	370
488	L1	Disclosure of information	N/A
501	L2	Career planning and making applications	301, 306, 401, 405, 406, 462, 506
502	L2	Effective skills, qualities and attitudes for learning and work	323, 425
503	L2	Preparing for an interview	309
504	L2	Communicating with others in the workplace	304, 322, 404
505	L2	Candidate project for learning and work	319, 418
506	L2	Applying for a job	306, 405, 462, 501
507	L2	Improving practical skills and techniques	N/A
508	L2	Introduction to career progression	N/A
509	L2	Introduction to continued professional development	N/A
510	L2	introduction to leadership	N/A
511	L2	Introduction to the benefits of coaching	N/A
512	L2	Introduction to the benefits of mentoring	N/A
513	L2	Introduction to the principals of setting up a business	N/A
514	L2	Healthy living	312, 412

<b>Unit</b>	<b>Level</b>	<b>Unit Title</b>	<b>Barred with</b>
515	L2	Exploring equality and diversity	435, 436, 437
516	L2	Using tools and equipment	N/A
517	L2	Managing time in the workplace	N/A
518	L2	Managing personal finance	302, 402
519	L2	Dealing with challenges	337, 430
520	L2	Managing yourself	N/A
521	L2	Introduction to sustainable development and global citizenship	N/A
522	L2	Team working skills	411, 426
523	L2	Valuing customers	N/A
524	L2	Understanding conflict at work	449
525	L2	Drug awareness	444, 336
526	L2	Alcohol awareness	442, 336

#### **4.6 Evidence requirements for portfolio assessed units**

All the units are assessed by learner portfolio. The portfolio is the term given to the collection of evidence which shows that the learner has met the assessment criteria.

Usually evidence of learner performance will be derived from assessor observation and/or testimony from an expert witness of the learner carrying out activities in the learning and/or work environment.

Evidence is not required in a pre-set format and may be of many types and from diverse sources.

Examples of types of evidence include:

- learner statement
- notes
- letter
- email
- application form
- annotated or highlighted text
- action plan
- Individual Learning Plan (ILP)
- review and tutorial records
- report
- project plan
- job cards and advertisements
- diary

- worksheet
- calculations
- expenditure record
- audio/video recorded discussion/presentation/interview
- photograph
- assessor observation
- witness statement
- picture
- poster
- leaflets
- map
- product
- model
- sculpture
- screen dumps (print screen).

Please note that centres are not restricted to the types of evidence listed above.

As no set level of literacy is required for entry to this qualification, learners can demonstrate competence in different ways. For example, 'list' is an item by item record and learners can:

- produce a handwritten or typed list
- list items orally (evidenced by audio, video or written record by assessor or witness)
- tick or highlight a worksheet
- arrange word cards (evidenced by photograph or sticking cards on paper)
- collect items (for portfolio or photograph).

Except where the assessment strategy/qualification criteria for a specific qualification states otherwise, videos or photographs of minors could be used as the medium to present evidence as part of a portfolio for a qualification. In these cases both the approved centre and the learner have responsibilities in terms of meeting any child protection legislation and seeking to safeguard the interests of the minor.

As a minimum, the approved centre must inform the learner that he/she must:

- obtain written permission from the minor's parent/guardian prior to collecting the evidence and include this permission in the portfolio
- have a valid reason to use photographs or video recordings as part of the evidence in the portfolio
- keep photographs or video recordings secure from unauthorised access, whether stored electronically or in hard copy.

The approved centre must retain sufficient written records of compliance with the above.

It is the responsibility of the approved centre to ensure that learners who use images of minors as evidence for a qualification meet the requirements of child protection legislation. As a minimum requirement, the approved centre should stipulate the need for the learner to obtain the consent of the minor's parent or guardian prior to collecting the evidence.



It is important that it is clear that this is simply guidance as to best practice. This is not advice as to how to ensure compliance with legislation.

#### **4.7 Recording forms**

Learners and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several e-Portfolio systems, including our own Learning Assistant. Further details are available at: [www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios).

Although it is expected that centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier before they are used by learners and assessors at the centre.

## **5 Course design and delivery**

### **5.1 Initial assessment and induction**

Centres will need to make an initial assessment of each learner prior to the start of his/her programme to ensure he/she is entered for an appropriate type and level of qualification.

The initial assessment should identify:

- specific training needs the learner has, and the support and guidance he/she may require when working towards his/her qualifications. This is sometimes referred to as diagnostic testing.
- units the learner has already completed, or credit he/she has accumulated which is relevant to the qualifications he/she is about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the learner fully understands the requirements of the qualifications he/she will work towards, his/her responsibilities as a learner and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

### **5.2 Recommended delivery strategies**

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in a way that:

- best meets the needs and capabilities of their learners
- satisfies the requirements of the qualifications.

If centres choose to offer the Planning for Progression Units (201, 301 and 401) it is recommended that they are delivered first as an introduction to the qualification. The remainder of the units may be delivered holistically.

Centres may deliver this qualification on a full-time or part-time basis.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the Essential/Functional Skills and other related qualifications.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualifications.

## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centre document library on <https://www.cityandguilds.com> or click on the links below:

### Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

### Centre Handbook: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

**Access arrangements: When and how applications need to be made to City & Guilds** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

### Useful contacts

Please visit the **Contact us** section of the City & Guilds website.

### City & Guilds

For over 140 years, 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 partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again - gaining new skills at every stage of life, regardless of where they start.

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