

City & Guilds Employment and Personal Learning at Work qualifications (7591)

February 2022 Version 3.0



Qualification at a glance

Subject area	Employability and personal learning at work
City & Guilds number	7591
Age group approved	All
Entry requirements	None
Assessment	Portfolio
Fast track	Automatic approval for all centres previously approved to offer the Employability and Personal Development qualifications (7546)
Support materials	Centre handbook (structure and administration guide) Unit packs
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Version and date	Change detail	Section
2.0 September 2019	GLH & TQT added to Quan 600/2831/2	Qualification at a glance
3.0 February 2022	GLH & TQT clarified and highlighted City & Guilds added to qualification title Removed references to QCF	Qualification at a glance Introduction Throughout Throughout

Title and level	GLH	TQT	City & Guilds number	Accreditation number
City & Guilds Level 2 Subsidiary Award in Employment and Personal Learning at Work	15	20	7591-02	600/2819/1
City & Guilds Level 2 Award in Employment and Personal Learning at Work	40	40	7591-02	600/2831/2
City & Guilds Level 2 Extended Award in Employment and	55	70	7591-02	600/2956/0

Personal Learning at Work				
City & Guilds Level 2 Certificate in Employment and Personal Learning at Work	112	130	7591-02	600/2839/7
City & Guilds Level 3 Award in Employment and Personal Learning at Work	n/a		7591-03	600/2840/3
City & Guilds Level 3 Extended Award in Employment and Personal Learning at Work	n/a		7591-03	600/2841/5
City & Guilds Level 3 Certificate in Employment and Personal Learning at Work	n/a		7591-03	600/2958/4

*The Level 3 qualifications are no longer available.



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1 Introduction

This document tells you what you need to do to deliver the qualifications:

Area	Description
Who are the qualifications for?	These qualifications are designed primarily for learners on Apprenticeship programmes needing to demonstrate knowledge of Employee Rights and Responsibilities (ERR) and Personal Learning and Thinking Skills (PLTS). However, they may also be used to support development of these skills within other forms of work-based learning.
What do the qualifications cover?	<p>These qualifications are extremely flexible, containing a choice of nearly 200 units. Depending on the qualification size and combination of units taken, it is possible to use these qualifications to evidence the nine ERR learning outcomes within the Specification of Apprenticeship Standards for England (SASE). They can also be used to demonstrate PLTS learning.</p> <p>Where learners are not following an Apprenticeship programme, these qualifications can also be used to demonstrate understanding of workplace issues, as well as the personal attributes needed to succeed in the world of work.</p>
Are the qualifications part of a framework or initiative?	<p>All Apprenticeships in England, Northern Ireland and Wales must include ERR learning, and some issuing authorities specifically list this qualification (usually stipulating the completion of particular units) as a framework requirement.</p> <p>Even where ERR or PLTS does not have to be evidenced through a qualification, these qualifications can be used to demonstrate that these skills have been taught and developed.</p>
What opportunities for progression are there?	These qualifications are designed to enhance employability and facilitate further progression along any chosen career path.

Structure

There are seven discrete qualifications available within the Employment and Personal Learning at Work qualification group.

The smallest qualification, the Level 2 Subsidiary Award, consists of a single 2-credit mandatory unit: Understanding Employment Rights and Responsibilities (7591-204). The other six qualifications operate on a 'pick

and mix' basis, with a pool of optional units covering a range of ERR or PLTS-related themes. Although there is a wide choice of units to suit different learners and delivery contexts, units should be chosen carefully to ensure relevance and the inclusion of any particular units specified for Apprenticeship framework completion.

Units are available at each of the following levels:

- Level 1 (75 units)
- Level 2 (83 units)
- Level 3 (26 units)
- Level 4 (1 unit)

The requirements for each qualification are as follows:

Accreditation number	Qualification title	Units available to achieve	Min credits req'd	Min credits at/above qual level
600/2819/1	City & Guilds Level 2 Subsidiary Award in Employment and Personal Learning at Work	7591-204 <i>only</i>	2	2
600/2831/2	City & Guilds Level 2 Award in Employment and Personal Learning at Work	any Level 1 units listed below any Level 2 units listed below	4	3
600/2956/0	City & Guilds Level 2 Extended Award in Employment and Personal Learning at Work	any Level 3 units listed below any Level 4 unit listed below	7	4
600/2839/7	City & Guilds Level 2 Certificate in Employment and Personal Learning at Work	the Level 3 units listed below the Level 4 unit listed below	13	7
600/2840/3	City & Guilds Level 3 Award in Employment and Personal Learning at Work	any Level 1 units listed below any Level 2 units listed below	4	3
600/2841/5	City & Guilds Level 3 Extended Award in Employment and Personal Learning at Work	any Level 3 units listed below the Level 4 unit listed below	7	4
600/2958/4	City & Guilds Level 3 Certificate in Employment and	the Level 3 units listed below the Level 4 unit listed below	13	7

Accreditation number	Qualification title	Units available to achieve	Min credits req'd	Min credits at/above qual level
	Personal Learning at Work			

Level 1 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
T/501/6389	7591-101	Managing your health at work	1
J/501/6879	7591-102	Effective skills, qualities and attitudes for learning and work	3
A/501/6880	7591-103	Career planning and making applications	3
L/501/6883	7591-104	Rights and responsibilities in the workplace	3
R/501/6884	7591-105	Managing personal finance	3
H/501/6887	7591-106	Supporting others	3
H/501/6890	7591-107	Enterprise activity: producing products or services	3
K/501/6891	7591-108	Work based experience	3
A/501/6894	7591-109	Contributing to a team	3
Y/501/6899	7591-110	Candidate project	3
K/600/6193	7591-111	Understanding the language and culture of a community	3
F/600/7804	7591-112	Valuing equality and diversity	2
J/600/7805	7591-113	Introduction to health and safety awareness in the workplace	2
K/502/0469	7591-114	Developing self	2
Y/502/0659	7591-115	Environmental Awareness	2
F/502/0476	7591-116	Healthy Living	2
K/502/0472	7591-117	Individual rights and responsibilities	1
K/502/0651	7591-118	Making the most of leisure time	2
R/502/0479	7591-119	Managing own money	2
D/502/0470	7591-120	Managing Social Relationships	2
J/502/0477	7591-121	Preparation for work	2
R/502/0465	7591-122	Working as a part of a group	2
J/502/0463	7591-123	Working towards goals	2
K/501/5952	7591-124	Alternatives to paid work	1
M/501/5807	7591-125	Self-assessment	1

Level 1 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
J/501/5814	7591-126	Career progression	2
M/501/5869	7591-127	Developing personal skills for leadership	2
T/501/5808	7591-128	Practising leadership skills with others	2
K/501/5823	7591-129	Learning with colleagues and other learners	2
L/501/5961	7591-130	Communicating solutions to others	2
A/501/5826	7591-131	Positive attitudes and behaviours at work	1
J/501/5828	7591-132	Learning from more experienced people	2
T/501/5811	7591-133	Building working relationships with colleagues	2
K/501/5806	7591-134	Working as a volunteer	2
L/501/6382	7591-135	Investigating rights and responsibilities at work	1
D/501/5849	7591-136	Solving work-related problems	2
T/501/5954	7591-137	Taking notes at meetings	1
L/501/5944	7591-138	Summarising documents	1
A/501/5809	7591-139	Contributing to meetings	1
M/501/6391	7591-140	Preparing for work placement	1
J/501/6395	7591-141	Learning from work placement	2
R/501/6397	7591-142	Safe learning in the workplace	1
L/501/5958	7591-143	Searching for a job	1
Y/501/5848	7591-144	Applying for a job	1
M/501/5824	7591-145	Preparing for an interview	1
R/501/5847	7591-146	Interview skills	1
L/501/5829	7591-147	Self-management skills	2
H/500/5467	7591-148	Developing own interpersonal skills	3
M/500/4693	7591-149	Developing personal confidence and self-awareness	3
M/500/5469	7591-150	Developing personal development skills	3
L/500/8900	7591-151	Healthy lifestyles	1
R/500/4718	7591-152	Improving assertiveness and decision making	3
R/500/8901	7591-153	Improving own confidence	3

Level 1 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
J/500/8886	7591-154	Prepare for an interview	1
D/500/5306	7591-155	Recognising employment opportunities	1
M/500/8906	7591-156	Time management skills	3
M/500/5486	7591-157	Understanding stress and stress management techniques	3
K/600/3245	7591-158	Use tools and equipment for a practical activity	2
R/500/5321	7591-159	Understanding business communication	3
T/502/3584	7591-160	Business and customer awareness	2
T/502/3598	7591-161	Coping with change	1
K/502/3596	7591-162	Managing your time	2
M/502/3616	7591-163	Being safe and healthy at work	2
Y/502/3609	7591-164	Understanding conflict at work	1
R/502/2863	7591-165	Preparing for and learning from interviews	3
Y/502/2864	7591-166	Presenting personal information effectively	3
F/500/5380	7591-167	Developing group and teamwork communication skills	3
D/501/5821	7591-168	Building working relationships with customers	2
F/501/5827	7591-169	Being responsible for other people's money	1
J/501/5960	7591-170	Managing your own money	2
F/501/5942	7591-171	Planning an enterprise activity	1
T/501/5940	7591-172	Producing a product	1
F/501/5939	7591-173	Running an enterprise activity	1
H/501/5822	7591-174	Setting and meeting targets at work	2
L/501/5832	7591-175	Working in a team	3

Level 2 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
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Level 2 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
J/501/6137	7591-201	Managing your health at work	1
K/501/6406	7591-202	Managing your own money	2
R/602/2954	7591-203	Understand employment responsibilities and rights in health, social care and children and young people's settings	3
J/600/0840	7591-204	Understanding Employment Rights and Responsibilities	2
D/600/1735	7591-205	Understanding the employing organisation	2
T/600/6195	7591-206	Effective skills, qualities and attitudes for learning and work	3
A/600/6196	7591-207	Career planning and making applications	3
R/600/7791	7591-208	Managing personal finance	3
Y/600/7792	7591-209	Work based experience	3
D/600/7793	7591-210	Candidate project for learning and work	3
K/600/7795	7591-211	Teamworking skills	3
M/600/7796	7591-212	Dealing with challenges	2
T/600/7797	7591-213	Managing yourself	3
A/600/7798	7591-214	Valuing customers	2
F/600/7799	7591-215	Understanding the business environment	2
K/600/7800	7591-216	Working for yourself	2
M/600/7801	7591-217	Performing effectively at interviews	3
M/501/3961	7591-218	Identity and cultural diversity	2
T/501/3993	7591-219	Recreational involvement in personal development	2
H/600/7794	7591-220	Developing self for learning and work	2
F/501/5892	7591-221	Alternatives to paid work	1
M/501/6164	7591-222	Self-assessment	2
L/501/5894	7591-223	Career progression	2
D/501/5916	7591-224	Practising leadership with skills with others	2
K/501/5904	7591-225	Developing personal skills for leadership	2
Y/501/5915	7591-226	Learning with colleagues and other learners	2

Level 2 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
R/501/5895	7591-227	Communicating solutions to others	2
R/501/5914	7591-228	Learning from more experienced people	2
L/501/6107	7591-229	Building working relationships with colleagues	2
J/501/6042	7591-230	Working as a volunteer	2
F/501/6413	7591-231	Building working relationships with customers	2
J/501/6414	7591-232	Investigating rights and responsibilities at work	1
A/501/6295	7591-233	Solving work-related problems	2
K/501/6146	7591-234	Summarising documents	1
Y/501/5896	7591-235	Contributing to meetings	1
T/501/6148	7591-236	Preparing for work placement	1
L/501/6186	7591-237	Learning from work placement	2
A/501/6300	7591-238	Planning an enterprise activity	1
H/501/6114	7591-239	Running an enterprise activity	1
L/501/6155	7591-240	Producing a product	1
A/501/6278	7591-241	Searching for a job	1
J/501/5893	7591-242	Applying for a job	1
H/501/5917	7591-243	Preparing for an interview	1
L/501/5913	7591-244	Interview skills	1
J/501/6168	7591-245	Self-management skills	2
J/501/5912	7591-246	Effectiveness at work	1
Y/500/4770	7591-247	Developing own interpersonal skills	3
H/500/4772	7591-248	Developing personal confidence and self-awareness	3
K/500/4773	7591-249	Developing personal development skills	3
A/500/4809	7591-250	Healthy living	3
T/600/3247	7591-251	Developing practical skills and techniques	3
F/600/3249	7591-252	Health and safety in a practical environment	1
T/600/3250	7591-253	Investigating a vocational area	2
T/600/3717	7591-254	Applying for work	2
A/600/3718	7591-255	Building and managing workplace relationships	2

Level 2 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
F/600/3719	7591-256	Communication in the workplace	2
A/600/3721	7591-257	Developing enterprise skills	3
F/600/3722	7591-258	Developing meeting skills	2
J/600/3723	7591-259	Improving own performance	2
L/600/3724	7591-260	Interview skills	1
Y/600/3726	7591-261	Oral presentation skills	3
D/600/3727	7591-262	Personal money management	1
K/600/3729	7591-263	Personal presentation in the workplace	1
H/600/3731	7591-264	Recognising prejudice and discrimination	1
M/600/3733	7591-265	Responsible work practice	1
T/600/3734	7591-266	Rights and responsibilities in the workplace	2
F/600/3736	7591-267	Solving problems in the workplace	3
J/501/5148	7591-268	Meetings in the workplace	2
T/502/3536	7591-269	Business and customer awareness	2
Y/502/3559	7591-270	Understand and coping with change	1
F/502/3555	7591-271	Managing your time	1
D/502/3580	7591-272	Health, safety and security in the workplace	1
F/502/3569	7591-273	Dealing with conflict	1
D/502/2865	7591-274	Presenting personal information effectively	3
D/602/4531	7591-275	Employment opportunities and career progression	1
M/502/8282	7591-276	Employment Rights and responsibilities for new entrants into the engineering and manufacturing industries	5
Y/602/4544	7591-277	Manage own learning	1
H/602/4546	7591-278	Participating in teamwork	1
H/602/4529	7591-279	Preparing for an apprenticeship	1
D/501/6113	7591-280	Setting and meeting targets at work	2
D/602/4769	7591-281	Understanding employment responsibilities and rights	3

Level 2 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
K/602/4547	7591-282	Using enquiry and investigative techniques to solve problems	1
R/501/6058	7591-283	Working in a team	3

Level 3 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
R/600/1764	7591-301	Understanding the employing organisation	3
L/502/5616	7591-302	Career development	2
D/502/5765	7591-303	Coaching skills for the workplace	2
F/502/5645	7591-304	Developing confidence for work	1
D/602/4528	7591-305	Employment opportunities and career progression	1
J/502/5761	7591-306	Giving and receiving feedback	2
R/602/4557	7591-307	Manage own learning	1
J/502/5775	7591-308	Managing a work-life balance	1
K/502/5770	7591-309	Mentoring skills for the workplace	2
J/502/5758	7591-310	Negotiation skills and persuasion in the workplace	2
R/502/5648	7591-311	Organising and chairing meetings	1
D/602/4559	7591-312	Participating through team leading	1
Y/502/5649	7591-313	Personal skills for leadership	1
Y/502/5652	7591-314	Planning for professional development	2
L/602/4525	7591-315	Preparing for a Apprenticeship	1
M/502/5642	7591-316	Preparing for work placement	1
R/502/5651	7591-317	Presentations for work	1
H/502/5783	7591-318	Project management skills	1
T/502/5772	7591-319	Recognition and resolution of bullying in the workplace	1
T/502/5643	7591-320	Reflecting on work placement	1
K/502/5753	7591-321	Reviewing professional development	1
M/502/5785	7591-322	Skills for a portfolio career	1
T/502/5786	7591-323	Skills for starting a business	1

Level 3 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
J/502/5632	7591-324	Strategies to improve job interview skills	2
J/602/4524	7591-325	Understanding employment rights and responsibilities	2
R/602/4560	7591-326	Using research skills to solve problems	1

Level 4 units

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
F/602/4523	7591-401	Preparing for a higher Apprenticeship	1

Certification modules

Although all unit achievements will be recorded on a Certificate of Unit Credit (CUC), candidates will only receive a full qualification certificate if the relevant **certification module** is also claimed. This is necessary because each unit can be counted towards more than one qualification.

For example, the module 7591-902 **must** be entered if the candidate wishes to be certificated for the Level 2 Award and has achieved sufficient credits at a high enough level for that qualification.

The certification modules for each of the Employment and Personal Learning at Work qualifications are listed on the relevant Walled Garden Catalogue page (ie 7591-02 for Level 2, 7591-03 for Level 3).

Progression

All qualifications at a given level are accessed through a single point of registration (eg 7591-02 for Level 2) so it is possible to gain further certification if candidates achieve one of the Award-sized qualification then subsequently complete more units to gain enough credit for a larger qualification at the **same level**.

If a candidate wishes to progress from Level 2 to Level 3, it is necessary to re-register (for 7591-03), although any Level 2, 3 or 4 units previously

achieved under 7591-02 will be automatically counted towards Level 3 certification.

Total Qualification Time

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

- 1) The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- 2) an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but, unlike Guided Learning, not under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other, appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 2 Subsidiary Award in Employment and Personal Learning at Work	15	20
City & Guilds Level 2 Award in Employment and Personal Learning at Work	40	40
City & Guilds Level 2 Extended Award in Employment and Personal Learning at Work	55	70
City & Guilds Level 2 Certificate in Employment and Personal Learning at Work	112	130
City & Guilds Level 3 Award in Employment and Personal Learning at Work		n/a*
City & Guilds Level 3 Extended Award in Employment and Personal Learning at Work		n/a*
City & Guilds Level 3 Certificate in Employment and Personal Learning at Work		n/a*

*The Level 3 qualifications are no longer available.



2 Centre requirements

Approval

If your Centre has previously been approved to offer the City & Guilds Employability and Personal Development qualifications (7546) your centre will receive automatic approval to offer 7591.

Centres not already approved to offer City & Guilds qualifications will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

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

Centre staffing

There are no specific qualification requirements for staff delivering these qualifications, although must have relevant experience and understanding of the outcomes and criteria for any units they will be involved in teaching, assessing or internally quality assuring (formerly known as internal verification). All staff must be familiar with the assessment and internal quality assurance process.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Assessors and internal quality assurers (formerly internal verifiers)

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

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Candidate entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that learners have the potential and opportunity to gain the qualifications successfully.

Age restrictions

There is no age restriction for these qualifications.

Legal restrictions apply to learners under the age of 18 working unsupervised with children. Centres and learners should be fully aware of minimum age requirements in their home nation and any implications for completing assessments.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for these qualifications:

Description	How to access
Unit packs	please see the website pages for 7591 at www.cityandguilds.com

Recording documents

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

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. *Recording forms* are available on the City & Guilds website.

Although new centres are expected to 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. Amendable (MS Word) versions of the forms are available on the City & Guilds website.



4 Assessment

Assessment of the qualification

Learners must have a completed portfolio of evidence for each unit.

All 7591 units are assessed by portfolio except for unit 7591-320 (Level 3 Reflecting on work placement), which has an oral/spoken assessment.

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.

Unless stated otherwise in the unit pack, prior learning may be used towards these qualifications, although must be re-assessed against the relevant assessment criteria.



5 Units

Availability of units

The units for these qualifications can be found in separate unit packs, grouped by level: Level 1, Level 2 and Levels 3 and 4.

These unit packs can be downloaded from the 7591 page at **www.cityandguilds.com**



Appendix 1 Relationships to other qualifications

Literacy, language, numeracy and ICT skills development

These qualifications can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw

Employee Rights and Responsibilities (ERR) within Apprenticeships

England

All Apprenticeship frameworks in England require learners to demonstrate the standards of attainment set out in the nine Employee Rights and Responsibilities (ERR) national outcomes (see below). Each Apprenticeship framework must include details as to how the ERR outcomes should be met (eg some framework issuing authorities specify particular qualifications). All Apprenticeship frameworks for England can be obtained from the Apprenticeship Frameworks Online website (www.afo.sscalliance.org).

Even where an ERR-related qualification is not an explicit framework requirement, the Employment and Personal Learning at Work qualifications can help to demonstrate that the ERR national outcomes have been covered adequately.

Northern Ireland

All Apprenticeships NI frameworks must include Employee Rights and Responsibilities; guidance as how ERR should be addressed is specified in each individual framework (for details, see www.nidirect.gov.uk/apprenticeshipsni).

Even where there is no explicit requirement to achieve a discrete ERR-related qualification, the Employment and Personal Learning at Work qualifications might help to demonstrate that ERR has been covered adequately. The nine ERR outcomes (see below) are not mentioned directly in any Apprenticeships NI frameworks, though might be a useful point of reference.

Wales

All Apprenticeship frameworks in Wales require attainment of the nine Employee Rights and Responsibilities (ERR) national outcomes (see below). Each individual framework must include details as to how the ERR

outcomes should be met (eg some framework issuing authorities specify particular qualifications). All Apprenticeship frameworks for Wales can be obtained from the Apprenticeship Frameworks Online website (www.afo.sscalliance.org).

Even where an ERR-related qualification is not an explicit framework requirement, the Employment and Personal Learning at Work qualifications can help to demonstrate that the national outcomes have been covered adequately.

ERR national outcomes

To achieve the ERR national outcomes, apprentices must demonstrate that they:

- a. know and understand the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover apprentices' rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
- b. know and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of apprentices' learning programme;
- c. know and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- d. understand the role played by their occupation within their organisation and industry;
- e. have an informed view of the types of career pathways that are open to them;
- f. know the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
- g. know where and how to get information and advice on their industry, occupation, training and career ;
- h. can describe and work within their organisation's principles of conduct and codes of practice;
- i. recognise and can form a view on issues of public concern that affect their organisation and industry.

Personal Learning and Thinking Skills (PLTS) within Apprenticeships

England only

All Apprenticeship frameworks in England require learners to demonstrate the standards of attainment set out in the six Personal Learning and Thinking Skills (PLTS) national outcomes (see below). Each Apprenticeship framework must include details as to how the PLTS outcomes should be met. All Apprenticeship frameworks for England can be obtained from the Apprenticeship Frameworks Online website (www.afo.sscalliance.org).

Although PLTS-related qualifications are not usually an explicit framework requirement, the Employment and Personal Learning at Work qualifications can help to demonstrate that the PLTS national outcomes have been covered adequately.

To achieve the six PLTS outcomes, apprentices must demonstrate the following skills:

- a. **Independent enquiry** - apprentices can process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes;
- b. **Creative thinking** – apprentices think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value;
- c. **Reflective learning** – apprentices evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning;
- d. **Team working** – apprentices work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes;
- e. **Self management** – apprentices organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities;
- f. **Effective participation** – apprentices actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.



Appendix 2 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 **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of learners
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for learners who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate learners on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

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Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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