

**ACCREDITATION**

**QUALITY**

**ASSURANCE**

**MANUAL**

**Version 1.2**

**December 2016**

For internal and  
external use

---

## Document change history

This is Version 1.2 of the City & Guilds Accreditation Quality Assurance Manual. It is an organisation's responsibility to ensure that all staff involved in the delivery of City & Guilds Accredited training programmes comply with this version of the document.

This document is subject to regular revision, and maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

Version 1.2, Dec 2016

Section	Change
Section 1.12	New section added regarding additional quality monitoring activities
Section 3	Addition of section detailing the various forms involved with the Accreditation process

---

## Contents

---

Section	Title	Page
Section 1	Introduction	4
1.1	City & Guilds Accreditation	4
1.2	The Accreditation approval process	4
1.3	Application process	4
1.4	Consultant support	5
1.5	Quality assurance	5
1.6	Accreditation quality benchmark model	6
1.7	Accreditation programme approval	7
1.8	Quality assurance monitoring	7
1.9	Training programme titling conventions	8
1.10	Changes to the accredited training programme	8
1.11	Accreditation renewal process	8
1.12	Additional monitoring activities	9
1.13	Terminology	9
Section 2	Accreditation quality assurance requirements.	10
Section 3	Forms	15
Section 4	Additional support	17

# Section 1

## Introduction

### 1.1 City & Guilds Accreditation

City & Guilds Accreditation is a globally recognised benchmark of quality for in-house and bespoke training programmes.

This document details the quality assurance requirements for organisations wishing to gain Accreditation for their training programmes. This document should be read alongside the *Accreditation Policy*, which is available in the *Quality Documents* section of the City & Guilds website.

### 1.2 The Accreditation approval process

The diagram below outlines the key stages that an organisation will go through in order to gain Accreditation for their training programme. The City & Guilds Accreditation team will be on hand to further support this process.



### 1.3 Application process

Organisations who are interested in applying for Accreditation for their training programme(s) will be supported in the first instance by the Accreditation Executive / Customer Managers at City & Guilds, who will establish whether this is the appropriate service, along with the level of consultant support.

Where Accreditation is agreed to be appropriate for the organisation's specific needs, a consultant will be assigned and the Accreditation approval process will begin. Organisations will be required to complete the Accreditation Programme Information (API) form at this stage, with support from their assigned consultant. The initial fee is payable at this stage. Please note that this fee is payable whether the training programme is accredited or not.

### 1.4 Consultant support

In order to facilitate organisations that wish to gain Accreditation for their training programmes, City & Guilds will provide consultant support at the application stage and throughout the approval process. The level of consultancy support is flexible and will vary depending on the specific requirements of the organisation.

Consultants will review the organisation's provision for the training programme along with the training and assessment materials in order to ensure that they meet the required standards.

As part of the initial fee, organisations are provided with two full days of consultant support. These days may be split up, but a minimum of one *must* be used prior to the Accreditation approval visit. Additional consultant support will be available throughout the process, and will be subject to charges.

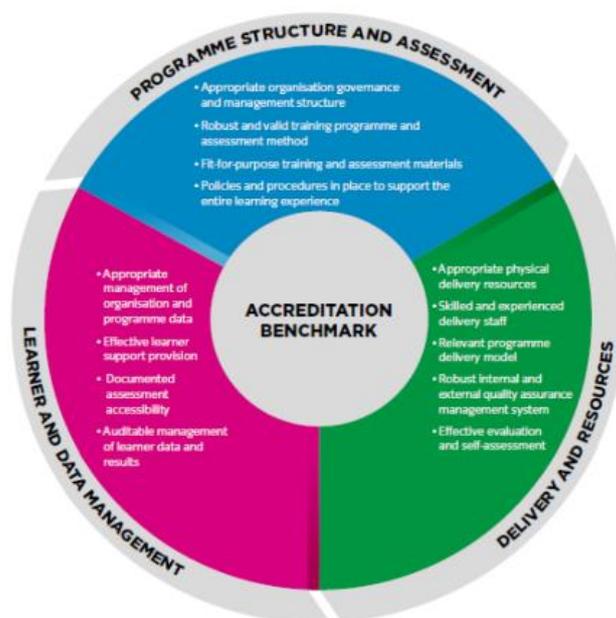
### 1.5 Quality assurance

Quality assurance is vital to ensure the validity and reliability of Accredited training programmes. In granting the use of the Accredited Programme logo, City & Guilds require organisations to take ownership for the quality assurance for their Accredited training programmes. City & Guilds will actively monitor the provision of Accredited training programmes and will require organisations to undertake internal quality assurance and standardisation activities. Organisations will also need to undertake regular self-assessment and evaluation to ensure that the programme is meeting its objectives and is of value to the learners.

Organisations must adhere to the relevant requirements in order for accreditation to be approved for their training programmes. They must also be able to demonstrate that they continue to meet these requirements on an ongoing basis for the approval offer to remain in place.

## 1.6 Accreditation quality benchmark model

The Accreditation quality benchmark shows the core quality requirements that an organisation must meet in order for their training programme to be Accredited.



Training programmes will be reviewed against the following:

### Programme structure and assessment:

- Appropriate organisation governance and management structure
- Robust and valid training programme and assessment method
- Fit-for-purpose training and assessment materials
- Policies and procedures in place to support the entire learning experience

### Delivery and resources:

- Appropriate physical delivery resources
- Skilled and experienced delivery staff
- Relevant programme delivery model
- Robust internal and external quality assurance management system
- Effective evaluation and self assessment (quality assurance)

### Learner and data management:

- Appropriate management of programme data
- Effective learner support provision
- Documented Assessment Accessibility
- Auditable management of learner data and results

The approval and monitoring criteria based upon these requirements are detailed in *Section 2: Accreditation quality assurance requirements*.

## 1.7 Accreditation programme approval

The approval process includes a visit from an Accreditation External Quality Assurer (AEQA) who will check whether an organisation is appropriately resourced to deliver the training programme in line with City & Guilds standards. This visit also includes a review of all assessment and training materials to ensure that they are fit-for-purpose. The AEQA will complete an *Accreditation Approval Visit (AAV)* form that will include their approval recommendation as well as any follow-up actions for the organisation that may be required.

City & Guilds will then make the final decision on whether to accredit the training programme. If the application is approved, the contract will be issued at this point.

Please note that the AEQA role is different from that of the consultants; the consultants offer a support and advisory role, while the AEQAs are responsible for external quality assurance. Therefore the consultant and AEQA will always be different people. AEQAs will, however, provide general advice and support as part of their monitoring activities

## 1.8 Quality assurance monitoring

City & Guilds will monitor and evaluate approved organisations according to the quality assurance criteria in this document. There is also a requirement that organisations undertake internal quality assurance monitoring, including systematic self-assessment and evaluation of the programme and associated materials. This is to ensure that ongoing quality assurance underpins their delivery of Accredited training programmes. The table in *Section 2: Accreditation quality assurance requirements* details the approval and monitoring requirements, along with the types of evidence organisations will be required to provide.

## 1.9 Training programme titling conventions

Accredited training programmes must meet specific titling conventions. As part of the approval process, City & Guilds will advise organisations on whether a title is appropriate. Titles must accurately reflect the content and context of the specific training programme. The table below also lists some of the acceptable and unacceptable terms for Accredited training programme titles.

Acceptable	Unacceptable
Executive programme	Award
Advanced programme	Accredited
Development	Certificate / Certificated
Foundation <sup>1</sup>	Degree
Introduction / Introductory	Diploma
Module	Level / Unit numbers
Phase	Licensed
Programme	Masters
Progression	MBA
Stage	Post-graduate
Supervisory	Qualification / Qualified

## 1.10 Changes to the accredited training programme

If an organisation makes any changes to the Accredited training programme, these must be approved by City & Guilds. This includes staffing structure, resources, learning outcomes, and assessment materials. Organisations are required to inform City & Guilds of any changes to the training programme.

Failure to do so may result in removal of, the Accreditation approval offer.

## 1.11 Accreditation renewal process

Accreditation for an organisation's training programme is granted for a specified period of time. This is usually a year, but may vary depending on the specific training programme. At the end of this period, organisations will be invited to apply for renewal and will be supported through the renewal process. They must complete an Accreditation Programme Renewal (APR) form at this stage.

---

<sup>1</sup> With the exception of Accredited training programmes in Scotland, as this term conflicts with existing regulated Scottish qualifications

City & Guilds will then arrange a renewal visit with the organisation. Where possible, the AEQA who carried out the original approval visit will undertake the renewal visit. The purpose of this visit is to review the accredited training programme to ensure that it continues to meet the original learning outcomes and is meeting learner needs. This will include quality assurance measures to ensure successful evaluation of the programme for on-going improvement. As part of this renewal visit organisations will be required to evidence the self-assessment activities they have undertaken for the programme.

### 1.12 Additional monitoring activities

In some instances, it may be appropriate for City & Guilds to undertake additional monitoring activities for organisations delivering Accredited training programmes. This is to ensure that these Accredited training programmes continues to meet the Approval criteria and may be in response to potential non-compliance issues.

### 1.13 Terminology

Please note that for the purposes of this document the following terminology applies

- **Learners** – this refers to any participants, candidates or employees who are registered to complete the training programme
- **Organisation** – this refers to any centre, training provider or employer who wishes to offer an Accredited training programme
- **Quality assurance** – this refers to the process of checking that the required levels of quality are being maintained in the provision of a training programme
- **Learning outcomes** - A statement of what a learner can be expected to know, understand or do as a result of a process of learning
- **Malpractice** - any activity, practice or omission which is either wilfully negligent or deliberately contravenes requirements

## Section 2

### Accreditation quality assurance requirements

This table details the approval and monitoring requirements for accredited training programmes, along with the types of evidence organisations will be required to provide.

The requirements are taken from the *Accreditation & Endorsement Policy* and grouped according to the *City & Guilds Accreditation Benchmark Model* (see p5).

These groupings are;

- Programme structure and assessment
- Delivery and resources
- Learner and data management

This table should be referenced when completing the *Accreditation Programme Information (API) form*, *Accreditation Approval Visit (AAV) form* and the *Accreditation Programme Renewal (APR) form*.

1. Programme structure and assessment		
Ref	Requirement	Sources of evidence
1.1	<p><b>Management &amp; Governance structure</b></p> <p>This includes;</p> <ul style="list-style-type: none"><li>• A head of centre / chief officer / responsible manager (as applicable)</li><li>• A named Quality contact / Quality Manager</li><li>• Policies and procedures to support delivery &amp; assessment</li><li>• Organisational staff structure relating to the training programme</li></ul>	<ul style="list-style-type: none"><li>a. Contact details for head of centre and quality contact</li><li>b. Documented policies and procedures (must include Access arrangements, Equal opportunities, Health &amp; Safety, Safeguarding, Appeals &amp; Complaints</li><li>c. Organisational chart listing key roles and responsibilities for staff involved in delivery, supporting training, assessment and quality assurance</li></ul>

## 1. Programme structure and assessment

Ref	Requirement	Sources of evidence
1.2	<p><b>Review of training and assessment materials</b></p> <p>All training and assessment materials are subject to external review and regular systematic internal review, to ensure their ongoing validity and fitness-for-purpose.</p>	<p>External review of training materials, looking at;</p> <ul style="list-style-type: none"> <li>a. Programme aims/objectives, structure and duration</li> <li>b. Assessment method</li> <li>c. Delivery method</li> <li>d. Assessment objectives &amp; criteria</li> <li>e. Programme outcomes</li> <li>f. Accessibility of training materials (including Access arrangements)</li> <li>g. Version control and change history for all training and assessment materials</li> </ul> <p>The internal review should take into account all of the above, but also includes evidence of evaluation.</p> <ul style="list-style-type: none"> <li>h. Where materials are updated or amended, there should be evidence that               <ul style="list-style-type: none"> <li>i. this was approved by City &amp; Guilds first and the updated documents have been provided</li> <li>ii. they are of a comparable standard to previous versions</li> <li>iii. they continue to meet the learning outcomes and assessment objectives/criteria</li> </ul> </li> </ul>

## 2. Delivery and resources

Ref	Requirement	Sources of evidence
2.1	<p>Organisation resources</p> <p>This includes;</p> <ul style="list-style-type: none"> <li>• Appropriately skilled or qualified staff</li> <li>• Quality assurance management</li> <li>• Financial resources (for delivery of training programme)</li> <li>• Other physical resources (e.g. equipment, technology, assessment/training sites)</li> </ul>	<ol style="list-style-type: none"> <li>a. Appropriate technological and financial resources to meet delivery requirements of the programme</li> <li>b. Up-to-date CVs, original certificates and original certificates for the quality assurance assessment/delivery team</li> <li>c. Inductions and professional development records and plans for all staff involved in delivery, assessment and quality assurance</li> <li>d. Documented procedures for registering learners</li> <li>e. Assessment sites are suitable for secure administration<sup>2</sup></li> <li>f. Documented procedures for dealing with malpractice</li> </ol>

<sup>2</sup> Organisations should refer to the *Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations* document (<http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>) as this gives detailed guidance around secure and appropriate administration of examinations.

## 2. Delivery and resources

Ref	Requirement	Sources of evidence
2.2	<p><b>Internal quality monitoring / self-assessment</b></p> <ul style="list-style-type: none"> <li>• Evidence of internal quality assurance and standardisation</li> <li>• Evidence of regular systematic internal review, which is made available to City &amp; Guilds upon request</li> </ul>	<ul style="list-style-type: none"> <li>a. Documented quality assurance strategy and procedures</li> <li>b. Evidence of internal quality assurance including standardisation of marking and sampling of assessment decisions / learner work</li> <li>c. Evidence of evaluation<sup>3</sup>, which includes the scope of the review, relevant findings and any actions taken following feedback</li> <li>d. Evidence that the accredited training programme is meeting learning outcomes as detailed in the original approval application<sup>4</sup></li> <li>e. Evidence of review feedback from learners, employers or clients</li> </ul>
2.3	<p><b>External quality monitoring</b></p> <p>Where external quality assurance monitoring activities reveals non-compliance, or malpractice, organisations must provide evidence that they have taken the appropriate action to remedy this</p>	<ul style="list-style-type: none"> <li>a. Evidence that any action plans have been completed in the required timescales</li> <li>b. Evidence of strategic planning to prevent the recurrence of non-compliance or malpractice issues</li> </ul>

<sup>3</sup> This could take the form of an internal peer panel review, for example

<sup>4</sup> This could be evidenced through learner testimonials

### 3. Learner and data management

Ref	Requirement	Sources of evidence
3.1	<p><b>Data Management</b></p> <p>Organisations must have systems in place to collect and retain accurate, up to date and relevant data that is reliable and auditable and will be subject to internal and external quality assurance.</p>	<ul style="list-style-type: none"> <li>a. Records of the staff involved with administering the accredited training programme</li> <li>b. Learner information (e.g. joining instructions)</li> <li>c. Learner registrations (including the site they will be assessed at)</li> <li>d. Systems in place for the storage and secure transfer of learner data and results to City &amp; Guilds (if required)</li> <li>e. Records of assessment decisions</li> <li>f. Records of feedback</li> <li>g. Records of any complaints or appeals including the outcomes</li> <li>h. Learner support (any evidence of Access arrangements and Safeguarding)</li> </ul>
3.2	<p><b>Issuing certificates</b></p> <p>Where organisations issue their own certificates there must be evidence that they are valid</p>	<ul style="list-style-type: none"> <li>a. Evidence that learners who have claimed certificates have completed all aspects of training and assessment</li> <li>b. Organisation can provide certificates that include the name of the organisation, the name of the accredited training programme and the learner who is claiming it.</li> <li>c. Use of the City &amp; Guilds Accredited logo on the certificate meets the requirements of the contract (This also includes for marketing materials, websites etc.)</li> <li>d. Organisation has a documented process for issuing replacements for lost and misplaced learner certificates</li> </ul>

## Section 3

### Forms

This section details the various forms that will be used by organisations and City & Guilds during the Accreditation approval and monitoring process. These forms will be provided to organisations by City & Guilds as they are required.

#### **Form 1: Accreditation Programme Information form (API)**

This form is to be completed by the organisation, with assistance from the consultant if required, to ensure the training programmes can be evaluated against the City & Guilds quality benchmark criteria.

This form should be completed with reference to the criteria detailed in this manual.

#### **Form 2: Accreditation Approval Visit form (AAV)**

This form is to be completed by the Accreditation External Quality Assurer (AEQA) to ensure the organisation can provide evidence that their training programme(s) meet the City & Guilds quality benchmark criteria.

This form should be completed with reference to the criteria detailed in this manual and with the Accredited Programme Information (API) form previously completed by the organisation.

#### **Form 3: Accreditation Programme Renewal (APR) form**

This form is to be completed by the organisation and the AEQA, to ensure their Accredited training programmes continues to meet the Approval criteria and can be evaluated against the City & Guilds quality benchmark criteria.

This form should be completed with reference to the criteria detailed in this manual.

#### **Form 4: Accreditation Programme Monitoring (APM) form**

This form is to be completed by the AEQA, during quality assurance monitoring activities for organisations delivering City & Guilds Accredited training programmes.

The purpose of these monitoring activities are to ensure their Accredited training programmes continues to meet the Approval criteria and can be evaluated against the City & Guilds quality benchmark criteria and may be in response to potential non-compliance issues.

This form will be completed with reference to the criteria detailed in this manual.

## Section 4

### Additional support

#### Useful contacts

Further information on the Accreditation offer can be found at [www.cityandguilds.com/accreditation](http://www.cityandguilds.com/accreditation)

For enquiries about gaining Accreditation for a training programme, or for any other queries about the service, please contact [accreditation@cityandguilds.com](mailto:accreditation@cityandguilds.com)

For general information, support or assistance, contact the Customer Services team

T: +44 (0)844 543 0000

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

#### Additional documents

The following document should also be used alongside this one:

*City & Guilds Accreditation & Endorsement Policy*

This document details the policy for the City & Guilds Accreditation and Endorsement services. It outlines the range and scope of the services and explains our quality assurance requirements for organisations wishing to apply for the service(s).

It is available in the Centre Document Library at [www.cityandguilds.com](http://www.cityandguilds.com)

## About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

## Copyright

The content of this document is, unless otherwise indicated, ©The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds  
1 Giltspur Street  
London EC1A 9DD  
[www.cityandguilds.com](http://www.cityandguilds.com)