

# T Level Technical Qualifications

## Annual Provider Self-assessment | Version 2.0



|                    |                                 |              |
|--------------------|---------------------------------|--------------|
| <b>Review date</b> |                                 | <b>TL-SA</b> |
| <b>Type</b>        | Annual Provider Self-assessment |              |

| <b>Provider details</b>        |                      |                      |
|--------------------------------|----------------------|----------------------|
| <b>UKPRN</b>                   | <b>Centre No(s).</b> | <b>Provider name</b> |
|                                |                      |                      |
| <b>Head of Provider</b>        |                      | <b>Email</b>         |
|                                |                      |                      |
| <b>T Level Primary Contact</b> |                      | <b>Email</b>         |
|                                |                      |                      |

### Instructions

At the start of each academic year, Providers delivering T Level Technical Qualifications (TQs) are required to complete a self-assessment to update City & Guilds on the delivery of the T Level Technical Qualifications (TQs).

The self-assessment is part of the annual Provider review carried out by the Quality team. It is mandatory and must be completed and returned to City & Guilds by 27th October 2023.

We will only require one completed Self Assessment form for each Provider. If you are delivering a number of T levels, or across different delivery sites you do not need to submit multiple forms.

Some sections and/or questions may not be relevant to Providers who have only started the second year of delivery (Occupational Specialisms) this year. Where this is the case, please leave the section blank.



## Section 1 | Key staff

Each Provider should have the following contacts with whom we will communicate regarding all T Level queries. Please confirm the current post-holder, and if these are the existing contacts or need updated. If you have updated your contacts with us within the last two weeks, you do not need to do this again.

- T Level Lead – we will communicate with this person regarding all T Level queries, as well as regarding approval and quality assurance. They has overarching responsibility for the delivery of all T Level subjects across all centres within your Provider group, if applicable. This person will also receive all communications regarding T Levels as well as reports from activities that have taken place that year. They may be the same as your Senior Designated Contact (SDC)
- Exams Office Primary Contact – we will communicate with this person regarding all T Level administrative matters including registration, exam and assessment bookings across all centres within your Provider group, if applicable. This person is usually a senior leader with access to all candidate records, and who is responsible for making result or exam-based decisions.
- Moderation Portal Contact – we will communicate with this person regarding Moderation Portal Queries for the Occupational Specialisms for T Level Subjects across all centres within your Provider group if applicable.
- Out of Hours contact – this may not be a separate person from above, but will be someone we can contact outside of term time, eg Summer Holidays

| Contact                   | Name | Role | Email | Current Contact? |
|---------------------------|------|------|-------|------------------|
| T Level Lead              |      |      |       |                  |
| Exams Primary Contact     |      |      |       |                  |
| Moderation Portal Contact |      |      |       |                  |
| Out of Hours Contact      |      |      |       |                  |

Please see [Appendix One](#) for details of our Privacy Statement. By submitting these details, you are agreeing to this statement.

| Have you experienced any issues with staff recruitment or retention in delivering T Levels | If Yes, please give details. We will use this information to help develop support for T Level Providers |
|--|---|
|  |   |





## Section 2 | Provider approval criteria review

You have an obligation to ensure that during the delivery of T Levels you continue to meet all the City & Guilds Provider Approval Criteria for the Technical Qualification (TQ).

Please evidence you are still meeting the approval criteria as set out in the [T Level Provider approval and quality assurance guide](#) (Section 7, p18).

### Approval eligibility criteria review

#### Criteria A | Management Systems, Policies and Procedures

| Criteria   | Have you had any changes since your approval | If you have had changes, please confirm the details | If you have had changes and no longer meet the approval eligibility requirements, please specify |
|--|--|---|--|
| A.1 Effective systems are in place to ensure communication between all levels of staff within the organisation and to ensure information is shared.        |  |   |  |
| A.2 Effective systems are in place for communication across placements and staff who work remotely or externally to central location.                      |  |   |  |
| A.3 Provider Senior Management will ensure sufficient time and resource is allocated to ensure effective delivery of the TQ and will review this annually. |  |   |  |
| A.4 Effective systems are in place to monitor and review the effectiveness of TQ delivery and assessment.  |  |   |  |

The T Level is a qualification approved and managed by the Institute for Apprenticeships and Technical Education.

T Level is a registered trademark of the Institute for Apprenticeships and Technical Education.

'Institute for Apprenticeships & Technical Education' and logo are registered trademarks of the Institute for Apprenticeships and Technical Education.

|  |  |  |  |
|--|--|--|--|
| <p>A.5 Provider has appropriate documented policies and procedures relating to;</p> <ul style="list-style-type: none"> <li>• Student recruitment and induction (including registration)</li> <li>• Ongoing student support</li> <li>• Ongoing staff support</li> <li>• Safeguarding</li> <li>• Equality, diversity, and inclusivity</li> <li>• Reasonable adjustments</li> <li>• Appeals</li> <li>• Student / staff malpractice, maladministration, and plagiarism</li> <li>• Complaints</li> <li>• Conflict of Interest</li> <li>• GDPR</li> <li>• Risk assessments</li> <li>• Health &amp; Safety (including public liability)</li> <li>• Contingency planning (including withdrawal of provider approval).</li> </ul> |  |  |  |
| <p>A.6 A process is in place for annual review of above policies</p>   |  |  |  |
| <p>A.7 A process is in place to notify Awarding Organisation of any changes pertaining to the delivery and/or assessment of the TQ (e.g. staff changes).</p>   |  |  |  |
| <p>A.8 Effective system is in place to store accurate and up to date staff data (including CVs, qualification certificates, CPD evidence etc. where this is stored by the provider).</p>   |  |  |  |

|  |  |  |  |
|--|--|--|--|
| A.9 A process is in place to notify the Awarding Organisation and other relevant parties where changes to the delivery and/or assessment of the TQ may affect the providers ability to meet our approval criteria. |  |  |  |
| A.10 Effective system is in place to store accurate and up to date student data (including student details, assessment and internal verification records, records of standardisation etc.).                        |  |  |  |
| A.11 All student data is stored securely in line with GDPR and data protection legislation.  |  |  |  |
| A.12 Provider will ensure all assessment records are retained for a minimum period of three years post certification   |  |  |  |

### Criteria B | Industry Placement

| Criteria  | Have you had any changes since your approval | If you have had changes, please confirm the details | If you have had changes and no longer meet the approval eligibility requirements, please specify below. |
|---|--|---|---|
| <p>B.1 Provider has appropriate documented policies and procedures relating to:</p> <ul style="list-style-type: none"> <li>• Risk assessment and/or health and safety assessment of placements</li> <li>• Quality assurance of placements</li> <li>• Ongoing monitoring of placements.</li> </ul> |  |   |   |

### Criteria C | Resources

| Criteria  | Have you had any changes since your approval | If you have had changes, please confirm the details | If you have had changes and no longer meet the approval eligibility requirements, please specify below. |
|---|--|---|---|
| C.1 The provider will have / has access to the appropriate resources to meet the specification of the TQ and its delivery and assessment. |  |   |   |
| C.2 There will be / are sufficient staff to meet the demand of the TQ.  |  |   |   |
| C.3 Staff have the relevant competencies, occupational competence and knowledge required for the delivery and/or assessment of the TQ.    |  |   |   |
| C.4 There are effective systems in place to ensure staff are adequately supported in their role   |  |   |   |
| C.5 Effective systems are in place to ensure Continuous Professional Development (CPD) of all staff involved in the delivery of the TQ.   |  |   |   |
| C.6 Staff have adequate time and access to complete CPD.  |  |   |   |

|  |  |  |  |
|--|--|--|--|
| C.7 Any third-party agreements are recorded, impact assessed and made available for review. (It may be necessary for the TQA to check suitability of premises and resources for third-party agreements.) |  |  |  |
|--|--|--|--|

### Criteria D | Delivery

| Criteria   | Have you had any changes since your approval | If you have had changes, please confirm the details | If you have had changes and no longer meet the approval eligibility requirements, please specify below. |
|--|--|---|---|
| D.1 There is a detailed programme of delivery in place which is realistic and meets the needs of the TQ specification. Provider is aware that Schemes of Work (SoW) and curriculum plans are published by City & Guilds. |  |   |   |
| D.2 There is an initial diagnostics process in place for all students to ensure they are suitably supported  |  |   |   |
| D.3 There is a process in place to ensure students' individual needs are assessed, matched against the requirements for the TQ and an individual assessment plan implemented (including initial diagnostics).            |  |   |   |
| D.4 There are regular opportunities to review student progress and support.  |  |   |   |
| D.5 Students receive a handbook which contains accurate information relating to the delivery of the TQ.  |  |   |   |

|  |  |  |  |
|--|--|--|--|
| D.6 Students are advised of any technical needs for the TQ and the support that will be delivered by the provider. |  |  |  |
|--|--|--|--|

### Criteria E | Assessment and standardisation plan

| Criteria   | Have you had any changes since your approval | If you have had changes, please confirm the details | If you have had changes and no longer meet the approval eligibility requirements, please specify below. |
|--|--|---|---|
| E.1 A plan is in place to ensure all Internal Assessors and key staff are trained in line with the marking, standardisation and moderation guidance provided by City & Guilds.                     |  |   |   |
| E.2 Provider has a detailed and robust plan of how they intend to ensure that Internal Assessors and quality assurance staff will be adequately trained to ensure reliable and consistent marking. |  |   |   |
| E.3 Provider has a detailed and robust plan how they intend to ensure that there is an effective internal quality assurance process to actively monitor marking.                                   |  |   |   |
| E.4 Provider understands how additional activities (webinars, training workshops etc) provided by City & Guilds will support reliable marking and standardisation.                                 |  |   |   |
| E.5 An effective standardisation plan is in place to ensure accurate, consistent, and standardised marking across all Internal Assessors.  |  |   |   |

|  |  |  |  |
|--|--|--|--|
| E.6 Provider can outline how it will identify and mitigate any risk where an Internal Assessor is deemed not to be providing reliable results. |  |  |  |
|--|--|--|--|

### Criteria F | Secure Live Assessment and Administration

| Criteria  | Have you had any changes since your approval | If you have had changes, please confirm the details | If you have had changes and no longer meet the approval eligibility requirements, please specify below. |
|---|--|---|---|
| F.1 Provider will comply with the requirements set out by City & Guilds for the delivery and assessments of the TQ.   |  |   |   |
| F.2 There are effective procedures in place to identify assessment that may not be the students own work (plagiarism).                                      |  |   |   |
| F.3 There are effective procedures in place to confirm student identification and record student attendance.  |  |   |   |
| F.4 There is a clearly identified examinations policy and procedure that meets with City & Guilds requirements for the TQ, as well as JCQ ICE requirements. |  |   |   |
| F.5 The provider has in place a detailed Invigilation policy and can demonstrate that Invigilators are suitably trained.                                    |  |   |   |
| F.6 Assessment locations are known to City & Guilds and meet with City & Guilds and JCQ ICE requirements.   |  |   |   |

|  |  |                                |                                   |
|--|--|--------------------------------|-----------------------------------|
| F.7 The provider ensures the safe storage, distribution, and collection of all assessment and/or exam material in line with JCQ ICE requirements.          |  |                                |                                   |
| F.8 Systems are in place to ensure only authorised personnel have access to assessment or exam material and the platforms used to facilitate online exams. |  |                                |                                   |
|  | <b>Have you had an inspection since your last approval</b> | <b>Date of Last Inspection</b> | <b>Outcome of last Inspection</b> |
| F.9 Information regarding most recent JCQ inspection   |  |                                |                                   |

**Criteria G | Conflict of Interest (CoI)**

| <b>Criteria</b>  | <b>Have you had any changes since your approval</b> | <b>If you have had changes, please confirm the details</b> | <b>If you have had changes and no longer meet the approval eligibility requirements, please specify below.</b> |
|--|---|--|--|
| G.1 Provider will comply with requirements for notification of all Conflicts of Interest immediately to City & Guilds                                  |   |  |  |
| G.2 The provider has in place a robust Conflicts of Interest policy, and will always adhere to this throughout delivery                                |   |  |  |
| G.3 There are effective procedures in place to identify all Conflicts of Interest (potential and actual) and notify these to City & Guilds immediately |   |  |  |

## Section 3 | Resource changes

### Resources

Thinking about the cohort sizes you have recruited, are you confident in your ability to manage the cohort sizes, eg learner to tutor volumes, availability of resources, ability to upload required evidence volumes.

Are there any relevant changes or updates to physical resource requirements for the delivery of the T Level Technical Qualification. Resources can be checked against the relevant Qualification Specifications.

To include:

- Physical resources required for each Occupational Specialism
- General site resources (buildings/assessment sites etc.)
- Staff CPD updates
- Updates to assessment requirements

If any actions were set as part of your approval or subsequent advisory/support activities, progress should be provided here.

| TQ/Core/OS/Centre | Change or update |
|-------------------|------------------|
|                   |                  |
|                   |                  |
|                   |                  |
|                   |                  |
|                   |                  |
|                   |                  |
|                   |                  |
|                   |                  |

The T Level is a qualification approved and managed by the Institute for Apprenticeships and Technical Education.

T Level is a registered trademark of the Institute for Apprenticeships and Technical Education.

'Institute for Apprenticeships & Technical Education' and logo are registered trademarks of the Institute for Apprenticeships and Technical Education.

## Section 4 | Standardisation

### Occupational Specialism Standardisation

For the Occupational Specialisms which are Internally Marked and Externally Moderated:

1. List any actions/planning you are undertaking to support the marking and standardisation process in this forthcoming academic year.
2. List any feedback/concerns identified by the moderator as part of the moderation process (such as where marking was not standardised or where marks were adjusted). Please refer to your Final Feedback Report for the Moderator's recommended actions. If this is the first time you will be delivering an Occupational Specialism, please leave this blank.

If 8715 – Management and Administration is your only T Level, this Occupational Specialism is Externally Marked, therefore this section is not applicable.

|   |  |
|---|--|
| 1 |  |
| 2 |  |

## Section 5 | Action planning

For any areas in section B (criteria A – G) that require further action, please provide your action plan detailing how you intend to address these areas to ensure you continue to satisfy the T Level approval criteria\*. Actions must be **S**pecific, **M**easurable, **A**ttainable, **R**elevant and **T**imely (SMART). Please add extra lines if required.

\* The approval criteria are set out in the [T Level Provider approval and quality assurance guide](#) (Section 7, p18).

| Action Plan   |                 |      |         |
|---------------|-----------------|------|---------|
| Criteria Ref. | Action required | Date | By whom |
|               |                 |      |         |
|               |                 |      |         |
|               |                 |      |         |
|               |                 |      |         |
|               |                 |      |         |

## Section 6 | Feedback and support

We would like to use your experiences in delivering T Levels to assist the development of our qualifications. Please note below any feedback you would like to provide City & Guilds in relation to the T Level Technical Qualifications, any additional support you feel would be beneficial to support your delivery, and any lessons you have learned that you would like to share with us.

### Feedback and support

### Lessons Learned

## Section 7 | Provider declaration

As part of the self-assessment and annual Provider review, you will agree to the written and enforceable agreement between you and City & Guilds for the delivery of the TQ(s). This agreement consists of:

- The Provider approval application any subsequent approval application(s);
- [Centre Contract General Terms](#);
- [Quality Assurance Standards: Centre Handbook](#);
- [Quality Assurance Standards: Centre Assessment](#);
- [T Level Technical Qualifications Provider approval and quality assurance guide](#);
- The relevant policies, procedures, and regulations; and
- The relevant Technical Qualification specifications

In addition, you on behalf of the Provider must agree to the following conditions:

- Give all reasonable access and cooperate with City & Guilds in matters related to your application to become a City & Guilds Approved Provider (Centre) in accordance with City & Guilds requirements.
- To immediately notify City & Guilds of any changes to the information given in this form and Provider Approval application (including staffing) to the appropriate City & Guilds representative, both during the approval process and (if the Provider is approved) after approval is given.
- To ensure all reasonable steps are taken to ensure City & Guilds are able to comply with its Conditions of Recognition and contractual obligations with the Institute for Apprenticeships and Technical Education (the Institute).
- You will comply with and ensure that all qualifications are delivered in accordance with the relevant Equalities Law.
- You will have in place a complaints and appeals procedure.
- You will complete the annual self-assessment by the required deadline as specified by City & Guilds.
- You will have in place a procedure for preventing and investigating malpractice and maladministration to uphold the integrity of City & Guilds qualifications.

I agree to the above conditions and have the authority to do so on behalf of all persons involved. I acknowledge that failure to meet any of these conditions may result in Qualification and/or Provider approval being terminated.

| Name | Position | Date |
|------|----------|------|
|      |          |      |

## Appendix 1 – Privacy Statement

As part of this form, we may use the information to provide to update our customer contacts. By submitting this form, you agree to the following use of information.

### Purpose for processing:

- communicate with you in relation to any issues, complaints, or disputes;
- develop, improve and deliver marketing and advertising for products and/or services offered by us or another member of the City & Guilds business;
- improve the quality of experience when you interact with our products and/or services, including testing the performance and customer experience of our Website;
- prevent and detect crime and/or assist with the apprehension or prosecution of offenders.

### What information do we collect?

We collect, process the following information:

- Full Name
- Email
- Telephone
- Position
- Organisation

### Who do we share your personal data with?

We may share information with moderators, technical advisors, investigations and compliance team, and the assessment team internally.

### How do we keep your information safe?

Your information is securely stored and shared in a restricted access, secure SharePoint site.

You can find information about your rights as a data subject and how we protect your data in our privacy policy here: [www.cityandguilds.com/help/customer-privacy-notice](http://www.cityandguilds.com/help/customer-privacy-notice)