

**Management & Administration  
Occupational Specialism  
Assessment process guide**

**Version 1.1, 2024**

## Document revision history

Version	Summary of change(s)	Date
1.0	Original publication	December 2023
1.1	<b>Section 3.5.5</b> – Further technical guidance provided to centres to manage the size of video files uploaded.	March 2024

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# 1. Introduction

## 1.1. Purpose and scope

This document has been written to support providers in preparing for and delivering T Level Management & Administration Occupational Specialism.

This document must be read alongside the assessment specific 'Provider Guidance' for the Occupational Specialism.

## 1.2. Document audience

This document has been designed for providers, particularly delivery staff to support the familiarisation to the guidance in this document, in preparation for the release of the assessment materials.

It has not been designed to support candidates; however, providers may wish to, and are encouraged to share elements with candidates. This is to support assessment preparation and candidates becoming familiar with what to expect.

## **2. Management & Administration Occupational Specialisms**

### **2.1. Introduction**

Each Occupational Specialism assessment is a project made up of a number of tasks. It is externally set and externally marked by City & Guilds. Providers are responsible for the delivery of the assessment in line with the guidance provided, gathering candidate evidence, and submitting this to City & Guilds for marking.

This approach to assessment emphasises to candidates the importance and applicability of the full range of their learning to industry practice.

During the learning programme, it is expected that tutors will have taken the opportunity to set shorter, formative tasks that allow candidates to independently use the learning they have covered so far. Experience of drawing information together will help prepare candidates so that they are familiar with the expectations of the Occupational Specialism.

Candidates should be made aware during learning of what the Performance Outcomes are and how they are implemented in marking the Occupational Specialism, so that they will understand the level of performance that will achieve high marks. Details of the Performance Outcomes can be found in the qualification specification document.

Candidates must not be entered for the assessment until they have covered all the knowledge and skills in the qualification specification, for the relevant occupational specialism, so that they are in a position to complete the Occupational Specialism assessment successfully.

### 3. Registration and booking

Providers must ensure that all candidates, who they intend to enter for an Occupational Specialism (OS) assessment window are booked for the relevant assessment on Walled Garden. Learners who undertake assessments without being booked, risk delay or even disqualification of results.

Detailed guidance on how centres book the relevant assessment on Walled Garden is published in our Registration, Booking and Results Guide for T Levels [here](#).

Key dates for registration and booking windows can be found in our Key Dates documents which can be found on our [T Level Resource Hub](#) under the 'Teaching, learning and planning resources' menu.

All bookings must be completed by the date specified in the key dates schedule.

#### 3.1. Preparation for the assessment

##### 3.1.1. Key dates

Please refer to the relevant 'Key dates schedule (available on the [T Level Resources and Support Hub](#)) for important Occupational Specialism dates, such as:

- Booking windows
- Release of materials dates
- Assessment windows (including deadlines for the uploading of evidence)
- Results days
- Review of marking deadlines.

##### 3.1.2. Key documents

The Summer 2024 Management & Administration Occupational Specialisms will be made available on **Monday 22 January 2023** via the T Level Service Portal (on Learning Assistant).

The assessment material will consist of the following documents:

Document	Approved audience	
	Provider Staff	Candidate
Provider Guidance	✓	✗
Candidate Guidance	✓	✓
Project Brief	✓	✓
First task	✓	Under assessment conditions
Subsequent tasks	✓	✓

Document	Approved audience	
	Provider Staff	Candidate
		Under assessment conditions, once the previous task has been submitted
Observation records	✓	✗
Evidence checklist	✓	✗

Providers must read both the provider guidance and candidate guidance before accessing the project brief or tasks. There are key assessment requirements outlined in these documents that must be understood and followed by all providers. Non-compliance with this guidance may result in maladministration and/or malpractice.

We release these documents a week before the assessment window starts to ensure providers can finalise their plans regarding the delivery of the Occupational Specialisms across the assessment window. The scheduling of individual tasks is not timetabled by City & Guilds, it is the responsibility of the provider to plan for these. This gives flexibility and manageability when timetabling these assessments, however the task order and durations must be followed.

### 3.1.3. Recording forms

City & Guilds will also publish the following recording forms with the assessment materials to be used by providers:

#### 1. Declaration of Authenticity

The declaration of authenticity (provided by City & Guilds) must be signed by both the candidate and the supervisor for each completed Occupational Specialism submitted to City & Guilds. **Only one declaration is required per candidate**, and it must be completed at the end of the assessment **once all tasks have been submitted**. The supervisor must confirm that the assessment was conducted under controlled condition to ensure the authenticity of candidate work. It also allows the supervisor to capture any support provided. Where this is not provided or the candidate and/or supervisor is unable to confirm authenticity through signing this declaration form, the work will not be accepted and a mark of zero will be issued by City & Guilds.

If any question of authenticity or support provided arises, the supervisor may be contacted by City & Guilds for justification of authentication or further details.

Any delay in submitting a completed declaration or responding to any queries will potentially delay the release of results.

A sample copy of the declaration is provided in [Appendix 3](#).

## 2. Observation Record

**Observation Records are required for the following tasks with each OS:**

- Team

The collection of high-quality evidence that clearly demonstrates candidate abilities and supports the awarding of marks, is an essential part of the assessment process for specific TQs.

The activity must be observed by a tutor who meets the criteria set out in the qualification specification under Resource Requirements. Specifications can be found on the qualification pages on the City & Guilds website.

Where tutors are required to carry out observation of performance, detailed and descriptive notes must be recorded on subject/task-specific Observation Records.

These forms must be used by tutors when there is a need for observation records to be submitted as part of the evidence for that task. It will be made clear in the 'Additional evidence of your performance that will be captured for marking' section of the task. The records must be completed either as the tutor is observing the candidate or immediately after the session. Forms have been contextualised to the tasks they are used for. We have structured these forms to give tutors prompts relating to the commentary that is needed to support marking. This form contributes to the candidate evidence and must be uploaded to City & Guilds.

A sample copy of an observation record is provided in [Appendix 1](#).

## 3. Evidence checklist

This form must be completed by the provider and submitted to City & Guilds along with the candidate's evidence. The form supports provider staff involved in the uploading of the evidence to the City & Guilds Walled Garden by identifying any evidence that is known to be missing – for example a candidate did not attempt a task, or the evidence has been lost. It is important to:

- include the correct 'Issue code'
- upload evidence (where available) even if it contains issues.

The table below provides a number of scenarios with how the Evidence Checklist should be populated:

Scenario	How to populate the Evidence Checklist	
	Evidence to be uploaded? (Y/N)	Issue code (if applicable)?
Learner evidence contains no issues.	<b>Y</b>	
No/poor audio captured in the recording of the presentation task.	<b>Y</b>	<b>P2</b>
Learner attempted the research task, but did not save the work produced.	<b>N</b>	<b>L1</b>

Scenario	How to populate the Evidence Checklist	
	Evidence to be uploaded? (Y/N)	Issue code (if applicable)?
Learner submitted a project plan at the end of the controlled conditions, but has since been lost and the providers IT department have been unable to retrieve it.	N	P1
The recording of the presentation cuts off five minutes before the end.	Y	P4

An incomplete or incorrectly completed Evidence Checklist could lead to delayed results while further information is requested from the provider.

A sample copy of the 'Evidence Checklist' is provided in [Appendix 2](#).

Providers will be able to highlight within the system upload where a candidate has not submitted **any** evidence for this entire project i.e. 'Work Not Submitted'.

#### 4. Header templates

A cover sheet must be included for all pieces of evidence submitted for the project. This is to be used to label evidence clearly for each candidate. Templates are provided by City & Guilds.

It is important that providers use the forms that have been provided by City & Guilds and do not make any amendments to or replacements for these forms. Candidate evidence must be provided in the **same** file as the header template for each task.

A sample copy of the header template is provided in [Appendix 4](#).

#### 5. Documents not provided

The following documents are **not included** and will not be made available:

- **Templates for Candidates (eg Project Plan template)**

During the development of these qualifications, it was agreed that templates for tasks such as the Project Plan would not be provided by City & Guilds. This is because the way a candidate presents and organises information forms part of the evidence that informs marking and can be used as a differentiator of performance between candidates to demonstrate their knowledge and understanding.

Providers **must not** provide candidates with templates for any of the tasks within the Occupational Specialism unless specified in the Provider guidance.

- **Marking Grids**

Providers are not responsible for marking the Occupational Specialism, this is carried out by City & Guilds examiners, therefore providers will not initially have access to the marking grid. City & Guilds will release the marking grid once results have been issued. Candidates must not have access to the full (or sample) marking grids during the assessment.

### 3.1.4. **Preparing candidates**

Candidates should be aware of which aspects of their performance will help them to achieve higher marks in assessment. This is best carried out through routinely pointing out good or poor performance during the learning period, and through formative assessment (although, for the avoidance of doubt, this level of assistance must not be carried out during live/summative assessment).

Although candidates will not have access to the marking grids during the assessment, candidates should be aware of what higher and lower performance looks like by referring to and formatively being assessed against band descriptors as part of their learning programme.

During the learning programme, direct tutor instruction in how to approach tasks through modelling, support, guidance and feedback are critical. However, gradual removal of this support is necessary in preparation for summative assessment. This support is not valid for summative assessment.

The purpose of summative assessment is to confirm the standard the candidate has reached as a result of participating in the learning process. Candidates should be encouraged to do the best they can and be made aware of the difference between these summative assessments and any formative assessments they have been subject to.

Please refer to the teaching, learning and assessment guide available on our T Level Resource Hub under the 'Teaching, learning and planning resources' menu for further information on preparing candidates for the assessment.

### 3.1.5. **Access arrangements**

If a candidate has an access arrangement as part of their normal way of working within the provider and meets the published criteria for the arrangement, then it will normally be permitted for the Occupational Specialism as well. For information on how to apply for access arrangements please see the access arrangements section in the Centre [Document Library](#) on the City & Guilds website.

Access arrangements must be in place prior to the assessment taking place.

The provider must ensure that all relevant staff are aware of any access arrangements which need to be applied for the assessment.

## 3.2. Access the assessment material

City & Guilds will use the [T level Service Portal](#) (on Learning Assistant) to release the live Occupational Specialism assessment materials securely to providers. The materials will only be made available to those providers who are approved, have valid registrations and have booked their candidates onto the particular Occupational Specialism for the specific assessment window (series).

**Once downloaded, providers must keep all assessment materials stored securely at all times.**

If you have any technical difficulties with the portal, you should contact the Quality team on 0300 303 53 52.

## 3.3. Release to candidates

Materials must be released to candidates under controlled conditions. We recommend materials are shared in paper-based format rather than electronically. If sharing electronically, controls must be in place to prevent access by candidates outside of the controlled conditions. Sharing via email is not permitted.

The project brief and associated brief documents must be released to candidates at the start of the first scheduled task assessment.

The tasks within the project are designed to be scheduled and taken in order, due to the dependency of evidence being generated in one task being used by candidates in the next.

The tasks must be issued separately to candidates, at the start of each scheduled assessment session. Candidates can retain the brief throughout the duration of the assessment time. Candidates are not permitted to return to tasks to make any further amends once the task duration has been met and the work has been submitted on a task-by-task basis.

Candidates are permitted to have copies of their final evidence from previous tasks in subsequent assessment sessions. The use of this evidence is solely to support candidates to refer to previous work. The purpose of only providing copies is to ensure that candidates are unable to rework any of their previous responses. Candidates can have read-only access to their work once it has been submitted.

Candidates should be provided with 30 minutes of non-assessed time at the start of this session to read and review the brief, before being provided the first task. It must be made clear to candidates when the 30 minutes non-assessed reading and review time starts and ends.

They can also have 10 minutes at the beginning of every assessment session of non-assessed time, to re-familiarise themselves with the materials where a task has to be split over two sessions.

Note: Non-assessed time means time should not be deducted from the assessment duration.

Candidates must only be given individual tasks one at a time and must not be given the next task until the duration of the previous task has been completed and the evidence have been 'handed in'.

## 3.4. Assessment Conditions

The assessment conditions that are in place for the occupational specialism are to:

- ensure the rigour of the assessment process,
- provide fairness for candidates, and
- give confidence in the outcome.

They can be thought of as the rules that ensure that all candidates who take an assessment are being treated fairly, equally and in a manner that ensures their result reflects their true ability.

These do not affect any formative assessment work that takes place, although it is advised that candidates are prepared for the conditions they will need to work under during summative assessment.

The evidence for the tasks that make up the assessment must be completed under the specified conditions. This is to ensure authenticity, prevent malpractice and to assess and record candidate performance in the tasks. It is the centre's responsibility to ensure that local administration and oversight gives the assessor sufficient confidence to be able to confirm the authenticity of the candidate's work.

### 3.4.1. Supervised conditions

The majority of the tasks must be carried out under supervised controlled conditions. A definition of this is given below:

- Candidates must be in direct sight of the supervisor at all times
- Use of resources is tightly prescribed
- Candidates must complete all work independently
- Candidates must not communicate with each other
- No assistance can be given to candidates
- No access to email or the internet is allowed

There are some tasks where elements of the above definition may be relaxed, this will be explicitly stated within the 'Provider Guidance' document.

A supervisor is a competent member of staff, who is aware of the delivery and security requirements relating to the assessment, the tutor can act as the supervisor.

There are some tasks where a competent tutor must be present, this tend to be tasks where an observation record of performance is required as a part of the candidates' evidence. Throughout this guide we have tried to use the language of supervisor and tutor to differentiate where a tutor must be present and where the assessment can be overseen by a supervisor.

When working under supervised conditions for longer sessions, breaks can be facilitated outside of the controlled conditions, ensuring the room is locked and all candidates have vacated once the break begins. All materials must be kept securely during the break.

### 3.4.2. Internet access

Where internet access is allowed as part of a task, this is detailed within the 'Provider Guidance', candidates must be advised that this is the case and reminded of the importance of submitting their own work and the seriousness of plagiarism, malpractice and collusion. Candidates should be advised that their browser history can be monitored, and they may be asked to provide a screenshot of their browser history following tasks for the supervisor to check.

Where candidates are allowed the use of computer equipment, but not the use of the internet for a task, equipment must be provided with internet capability disabled (e.g. Wi-Fi disabled, machine disconnected from network etc). In cases where this is not possible, as above, browser history must be checked following the task and a screenshot taken.

### 3.4.3. Resources

Candidates are not permitted to bring any existing notes or materials completed prior to the assessment into any of the assessment sessions unless explicitly stated in the live assessment materials. Any industry recognised resources that need to be made available to support with any research/planning tasks will be stated in the provider guidance.

Candidates are permitted to have read-only access/copies of their final evidence from previous tasks in subsequent assessment sessions. The use of this evidence is solely to support candidates to refer to previous work. The purpose of only providing copies is to ensure that candidates are unable to rework any of their previous responses.

## 3.5. Delivery of the assessment

### 3.5.1. Compliance with timings

The timings provided within the project must be adhered to. They refer to assessment time, not any additional setting up the provider needs to carry out to create an appropriate assessment environment. It is the provider's responsibility to plan sufficient assessment sessions, under appropriate conditions, within the Occupational Specialism assessment window, to allow candidates reasonable time to complete the assessment tasks.

If the task completion is permitted to run over more than one session, this is detailed in the 'Provider Guidance'. When there is a break in the completion of a task, candidates must be reminded that no assessment information can be shared/discussed with other candidates.

### 3.5.2. Managing candidate absence

If a candidate misses a scheduled assessment (for example through illness) but returns with sufficient time to complete the remaining tasks within the assessment window of the Occupational specialism, the provider can reschedule any remaining tasks in the order dictated within the assessment. This can take place at the discretion of the provider. If the candidate returns to the provider outside of the assessment window, then the full assessment needs to be retaken in the next series or future series.

### 3.5.3. Evidence

The below sections in each task detail the typical evidence to be submitted for external marking:

- What you must submit on completion of this task **and**
- Additional evidence of your performance that must be captured for marking

Where the minimum requirements have not been submitted as a result of the candidate not adhering to the evidence requirements of the tasks or the quality of candidate evidence is insufficient to make a judgement, any judgment will be based on the evidence that has been submitted. Where this is insufficient to provide a mark, a mark of zero may be issued by City & Guilds.

Providers must use the 'Evidence Checklist' as a reminder of what candidates are expected to submit for marking, and therefore what must be uploaded to City & Guilds.

Providers should consider the format of evidence produced for a task to facilitate it being uploaded.

Where the evidence requirements of the assessment outline typical word counts, which should be used as approximates for guidance to support the production of sufficient evidence. Candidates should be advised that approximate word counts/page lengths have been given within the task guidance in order to act as a guide to support the completion of the tasks. These are provided as a guide only, and there will be no penalisation of marking based on if the word count/page length is above or below the indicative guidance provided. The marking will relate to the quality of the evidence produced and not whether the tolerances of the word count has been met.

### 3.5.4. Observation evidence

When an observation is required as part of the evidence that must be produced for marking, the activity **must** be observed by a tutor. The tutor must meet the criteria set out in the TQ specification under Resource Requirements. Specifications can be found on the qualification pages on the City & Guilds website.

As part of internal quality assurance, we recommend that, where possible, providers trial the planned arrangements for the observation of assessments before the assessments themselves take place. This will allow for review of the quality of evidence captured and identification of any manageability issues.

Consideration should be given to:

- Number of tutors
- Number of candidates
- Location of assessment
- Required equipment
- Time required for the task

The key factor to consider is the logistics of collecting sufficient high-quality evidence for every candidate. We would recommend that for straight-forward observations, (and unless otherwise specified within the 'Provider Guidance') no more than eight candidates should be observed by a single tutor at one time.

Considering and referring to the Performance Outcomes is a key aspect of identifying how candidates performed in the task(s). Tutors should outline the strengths and weakness in the candidate's performance.

Tutors should also consider the marking band, found within the Sample Assessment Materials, and link their commentary to the marking band descriptors. The forms have been designed to support this with key prompts of what will be considered when marking the task.

### 3.5.5. Video evidence

For tasks within the project where there is a requirement to submit video evidence, the evidence must meet the following minimum requirements:

- Providers must ensure that this evidence can be easily matched to the correct candidate and task, is clearly shot, well-lit and shows the areas of particular interest in sufficient detail and clarity for assessment

Further guidance around video evidence can be found in the [City & Guilds / ILM Quality Assurance Standards: Centre Assessment](#) document under Appendix 1, found on the City & Guilds website within the Centre Document Library.

Before delivering any task that requires video evidence to be captured, it is important that the video and audio is tested before (eg a trial run) and after. This includes understanding the video file size that will be generated, video quality may need to be reduced to ensure manageable file sizes.

**You must ensure all files are no more than 2.5GB in size.** It is recommended that lower resolution formats for videos are used when recording to achieve this.

In order to manage the size of the video files, we suggest recording videos at a resolution of 720p (1280x720) rather than 1080p (1920x1080). A resolution of 720p will likely result in files less than half the size of 1080p, usually with no significant impact on quality.

Typical file sizes for videos are 4 - 90MB per minute for 720p and 6 – 130MB per minute for 1080p, depending on compression setting and the amount of movement recorded in the scene. By sticking to 720p, you should be able to ensure that all video files recorded have a file size of less than 2.5GB, as required.

A microphone separate from the recorder should be considered to ensure good quality audio can be captured. For presentation tasks, the microphone should be close or on the candidate (eg lapel microphone). For group discussions, the microphone should be placed between the candidates ie the area they are projecting their voice towards – this may not be towards the video recorder (eg use of a desk microphone).

Where video evidence is unclear, or does not meet these minimum requirements, examiners will disregard it.

Please ensure that larger files such as videos are compressed to reduce their size. We do not require video files to be of Full High Definition (HD) quality, they just need to be of reasonable quality and without pixelation. If the compression of video files is required, then there are tools which can support you with this activity.

### 3.5.6. Permitted file formats

To ensure City & Guilds markers can access/view candidate evidence for the Management & Administration Occupational Specialism, the below lists the permitted file types that can be uploaded to City & Guilds.

Type	Formats
Image	.jpeg .jpg .gif .png
Audio	.mp3 .wav
Video	.mp4
Word	.doc .docx
Excel	.xls .xlsx .csv
PowerPoint	.ppt .pptx
PDF	.pdf

Where a provider has accepted or generated evidence in other formats, these must be converted to the above before uploading. It is up to the provider to convert where required and must be planned in advance to avoid late submissions which could result in late results.

### 3.5.7. File naming convention

Clear labelling supports the assessment process, as it indicates what piece of evidence each file contains and how it relates to the project.

Evidence must have a file name that clearly indicates the content of the document (City & Guilds enrolment number / task / type of evidence).

Examples:

- XYZ1234 8715-313 Task 1 PESTLE analysis
- XYZ1234 8710-313 Task 3 Presentation slides
- XYZ1234 8710-313 Task 3 video recording

Labelling must be consistent throughout the cohort, with each candidate's evidence using the same file-naming conventions. **Each piece of evidence (inc Observation Records) must be in a separate file.**

**Each file name must contain a City & Guilds enrolment number, which must match the record it is being uploaded against on the Walled Garden. Walled Garden will not accept the file if it is not included.**

### 3.5.8. Accessibility and fairness

Where a candidate has special requirements, providers should refer to the Access arrangements and reasonable adjustments section of the City & Guilds website.

Supervisors can support access where necessary by providing clarification to any candidate on the requirements or timings of any aspect of the Employer-Set Project. Supervisors must not provide more guidance than the candidate needs as this may impact on the candidate's grade - see guidance and feedback section.

All candidates must be provided with an environment, time frame and resources that allows them reasonable access to the full range of marks available.

### 3.5.9. Guidance and feedback

Guidance must only support access to the project and must not provide feedback for improvement. The level and frequency of clarification and guidance must be made available for external marking.

The level and frequency of clarification and guidance must be recorded fully on the candidate's 'Evidence Checklist'. This will then be taken into consideration as part of the marking process. The marker will decide if the guidance the candidate has required suggests they are lacking in any area and consider the severity of the issue when applying the marking criteria. The marker must record where and how guidance has had an impact on the marks given, so this is available should queries arise at appeal.

Supervisors must not provide feedback on the quality of the performance or how the quality of evidence can be improved to candidates. This would be classed as malpractice. However, this does not apply if the tutor asks questions as part of the assessment process. Such requirements will be specifically stated within task provider guidance.

Supervisors should however provide general reminders to candidates throughout the assessment period to check their work thoroughly before submitting it, and to be sure that they are happy with their final evidence as it may not be worked on further after submission. Candidates can rework any evidence that has been produced for each task during the time allowed/duration of that task.

What is, and is not, an appropriate level of guidance:

A supervisor **must**

- only prompt the candidate by asking them to confirm whether they have covered all the requirements of the assessment, if a candidate is not on course to be able to submit the full range of evidence required
- only offer the minimum amount of support via prompts throughout the assessment to ensure that the candidate's own performance is being fairly assessed without impacting on marks awarded
- record a detailed account of all prompts, clarification and guidance given to the candidate on the 'Declaration of Authenticity', so this can be considered during marking
- proceed with caution if a candidate requires further guidance or clarification following prompts.

A supervisor **must not**

- detail how a candidate can improve and should only reinforce the requirements of the task in order to support access to the project
- provide guidance that the candidate's work is not at the required standard or how to improve their work
- explicitly state any specific areas that have been missed as this would potentially disadvantage other candidates. In this way, candidates are given the chance to identify and correct any errors on their own, providing valid evidence of knowledge that will be credited during marking
- produce any templates, proformas, work logs etc. to support candidates presenting their responses to the tasks
- adapt any of the recording forms provided by City & Guilds.

### 3.5.10. Extensions

Extensions to the assessment window will only be granted where a need has been identified relating to a Special Consideration. Extensions are granted on a candidate basis and each request must have a separate Special Consideration request submitted. Further detail on our Special Consideration Policy and the form used to request Special Consideration can be found within the City & Guilds [Centre Document Library](#) under Access Arrangements.

## 3.6. Security of assessment materials

City & Guilds requires providers to receive, handle and store all assessment materials (such as the brief and the tasks) and all evidence produced by candidates in a way that maintains their security at all times. This is a requirement of approval, as set out in the Provider Approval Criteria 'F' (Secure live assessment and administration). See [here](#) for further information.

### 3.6.1. Candidate evidence

Candidate evidence must be kept secure to prevent unsupervised access by the candidate or others. Where evidence is produced over a number of sessions, the supervisor must ensure candidates and others cannot access the evidence without supervision. This might include storing written work or artefacts in locked cupboards and collecting memory sticks of evidence produced electronically at the end of each session.

At the end of each assessment session, the task evidence must be treated as final and submitted by the candidate and retained securely by the provider for external marking. There should be no opportunity for the candidate to rework this evidence following initial submission. The candidate's final submitted evidence must be copied (either in soft or hard copy format, depending on how the evidence has been produced), with the original retained securely by the provider for external marking, and, where permitted, the copy provided to the candidate to allow them to refer to for support in the subsequent assessment sessions. Copies of the candidate's work must be retained in the provider between different assessment sessions.

The original evidence will be retained securely by the provider in locked cupboards to ensure that the evidence is not amended following initial submission by the candidate.

Where evidence is created using software which has the potential for cloud-based retrieval/sharing, this feature must be disabled where possible (e.g. in software settings or through restriction of internet connection). Where not possible candidates must be reminded that the evidence generated for the tasks can only be produced within the scheduled assessment times and also of the implications of sharing or plagiarising content from cloud-based content.

Where a candidate naturally develops their responses, for example, an early idea in Task 1 is further developed with additional ideas or a more refined response in subsequent tasks, then this should be captured within the task where the candidate developed the revision/refinement. Candidates can use evaluation within later tasks to outline how and why their thought process may have changed as they further undertook the project.

Should the candidate make an error that is further compounded through the inter-dependent nature of the tasks and carry through that error, the marker would penalise the candidate only once. Candidates can use evaluation within later task responses to address issues they have identified.

While technological methods which support the capturing or creating of evidence can be helpful, the final evidence must be converted to a suitable format which cannot be lost/deleted or amended after the end of the assessment period (e.g. screen prints, pdf files). Considerations around tracking authenticity and potential loss of material hosted on such platforms during assessment is the provider's responsibility.

After the production of evidence, both the supervisor and candidate must sign declarations of authenticity. In the case of a security breach, either to the assessment materials or candidate evidence, please contact City & Guilds immediately.

### **3.7. External marking**

The Occupational Specialisms are marked by City & Guilds. Providers must not attempt to undertake any form of marking activity or try to evaluate the performance of any individual.

Marking grids for the Occupational Specialism will not be available to providers until results have been released for the assessment window.

Providers should be familiar with the marking approach and the marking grid found within the sample assessments (available on the qualification page) to support candidates in the preparation for the assessment. This will also support in understanding the differentiation within the marking bands to aid the recording of qualitative statements within evidence such as the Observation Record, which in turn will demonstrate the candidate's level of performance to the City & Guilds marker.

## 4. Download the Occupational Specialism assessment materials

For 2024 we will use the [T Level Service Portal](#) (on Learning Assistant) to release the Occupational Specialism assessment materials securely to providers.

This is the same service that is currently being used by existing providers, and new providers to submit evidence for approval.

You will only use this portal to access the assessment securely, you **must not** upload any completed Occupational Specialism evidence using this portal

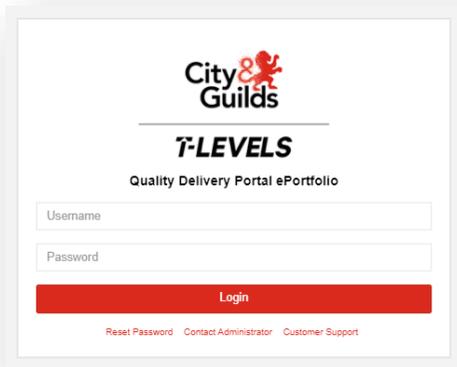
### Step 1

Access the portal using the following link:

<https://system.learningassistant.com/QDP/>

### Step 2

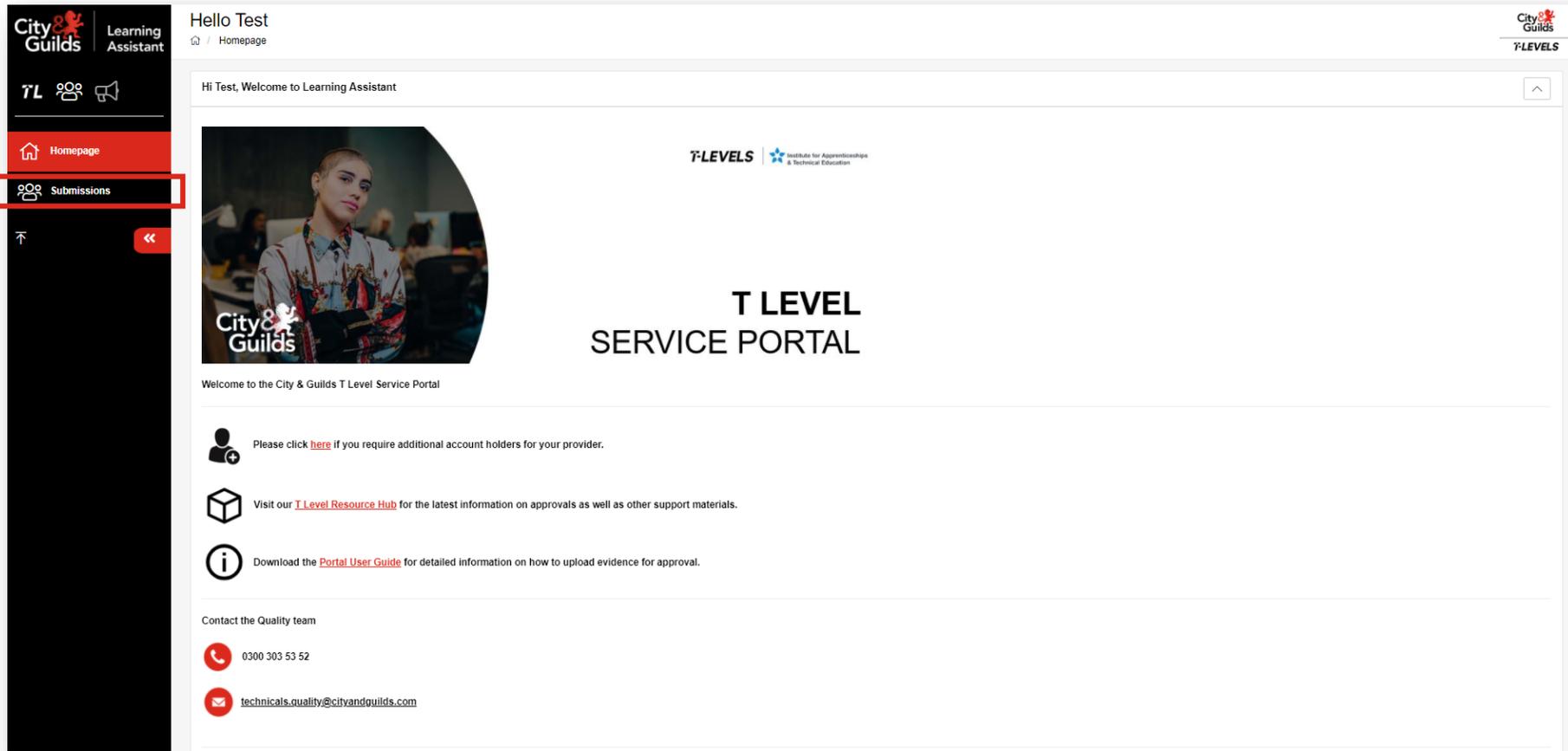
Login to the portal. Each provider is issued with two primary users. This will be your allocated **T Level Primary Contact** and your **T Level Exams Officer Primary Contact**. Please contact the quality team should you have any issues accessing the service.



The screenshot shows the login page for the City & Guilds T-LEVELS Quality Delivery Portal ePortfolio. At the top, the City & Guilds logo is displayed, followed by the text 'T-LEVELS' and 'Quality Delivery Portal ePortfolio'. Below this, there are two input fields: 'Username' and 'Password'. A red 'Login' button is positioned below the password field. At the bottom of the page, there are three links: 'Reset Password', 'Contact Administrator', and 'Customer Support'.

### Step 3

From the homepage, select the **Submissions** option in the lefthand menu.



The screenshot displays the City & Guilds Learning Assistant interface. On the left, a dark sidebar menu contains the following items: 'City & Guilds Learning Assistant' at the top, 'TL' with a speaker icon, 'Homepage' with a house icon, and 'Submissions' with a person icon, which is highlighted with a red rectangular box. Below the menu are navigation arrows. The main content area is titled 'Hello Test' and 'Homepage'. It features a large banner for the 'T LEVEL SERVICE PORTAL' with a circular image of a woman. Below the banner, there are three informational items: a person icon with the text 'Please click [here](#) if you require additional account holders for your provider.', a cube icon with 'Visit our [T Level Resource Hub](#) for the latest information on approvals as well as other support materials.', and an information icon with 'Download the [Portal User Guide](#) for detailed information on how to upload evidence for approval.'. At the bottom, there is a section for 'Contact the Quality team' with a phone icon and the number '0300 303 53 52', and an email icon with the address 'technicals.quality@cityandguilds.com'.

## Step 4

Using the **Course** search filter, select the option for **Occupational Specialism** and then click **Search Submissions**.

The screenshot shows the 'Search Submissions' interface in the City & Guilds Learning Assistant. The interface includes a sidebar with navigation options like 'TL', 'Home', and 'Submissions'. The main content area has a search form with the following fields:

- Package:** Select a package
- Course:** Select a course (dropdown menu is open, showing 'TL-OS (TL-OS) - T Level | Occupational Specialism (OS)' selected and highlighted with a red box)
- Company:** Text input field
- Find courses:** Unfiltered Submissions (dropdown menu is open, showing 'TL-OS (TL-OS) - T Level | Occupational Specialism (OS)' selected and highlighted with a red box)
- Submission Status:** Active
- Submission:** Select a learner

At the bottom of the search form, there are two buttons: 'Reset Search Form' and 'Search Submissions' (highlighted with a red box).

Footer: Terms & Conditions // Changelog // Customer Support // Logout

## Step 5

Click on the relevant Occupational Specialism that you need to access from the list. You'll only see the Occupational Specialisms that you have candidates booked onto.

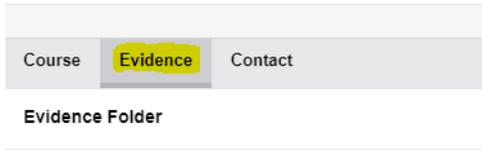
The screenshot shows the 'Learners' page in the City & Guilds Learning Assistant. The page has a dark sidebar on the left with navigation options: 'TL' (with icons for people and a megaphone), 'Homepage', 'Submissions' (highlighted in red), and a back arrow. The main content area is titled 'Learners' and includes a 'Search Submissions' section with the following filters:

- Package: Select a package
- Course: TL-OS (TL-OS) - T Level | Occupational Specialism (OS)
- Company: Select a company
- Find courses: Please select...
- Submission Status: Active
- Submission: Select a learner

Below the filters are 'Reset Search Form' and 'Search Submissions' buttons. The 'Submissions' section below shows a table with one result. The table has columns for 'SUBMISSION / COURSE', 'EQA', and 'ACTIONS'. The single row is for 'TL-OS -- T Level | Occupational Specialism (OS) (TL-OS)' with 'Submissions: 1'. The 'OS' icon and text 'OS for Management and Administration, (999990) 8715-OS (000000) City & Guilds' are highlighted with a red box. The 'EQA' column shows 'Allocation, Awaiting'. The 'ACTIONS' column contains icons for chat, document, and calendar. The page footer includes 'Terms & Conditions // Changelog // Customer Support // Logout' and the City & Guilds Learning Assistant logo.

## Step 6

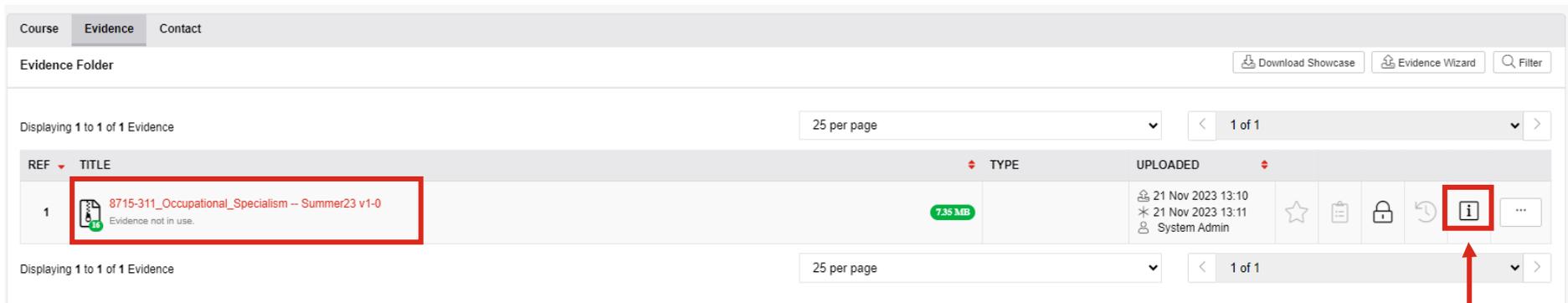
When you're in the folder click on the **Evidence** tab.



## Step 7

You should then see a link to download the relevant live assessment material.

Click on the 'i' icon to the right of the screen to access the passwords to open the downloaded files.



## Step 8

Click the file to start the download.

## Step 9

The file will download (as a zip file) which you can then open to access all of the live assessment materials.

The screenshot displays the City & Guilds Learning Assistant interface. The main content area shows the 'Evidence Folder' for the course '(999990) 8715-OS OS for Management and Administration - TL-OS - T Level | Occupational Specialism (OS) (TL-OS)'. A file explorer window is open, showing the contents of the folder 'evidence-21Nov2023-1309'. The files listed are:

Name	Type
FR0278 8715-212 Task 5.1 Coaching plan	Microsoft Word...
FR0278 8715-212 Task 4.8 Self-reflection	Microsoft Word...
FR0278 8715-212 Task 4.5 meeting minutes	Microsoft Word...
FR0278 8715-212 Task 4.3 observation record	Microsoft Word...
FR0278 8715-212 Task 4.2 Recording of chairing a meeting	M41 notes
FR0278 8715-212 Task 4.2 Email to the team	Microsoft Edge P...
FR0278 8715-212 Task 4.1 Team meeting agendas	Microsoft Word...
FR0278 8715-212 Task 3.3 Team management plan	Microsoft Word...
FR0278 8715-212 Task 3.2 Stakeholder engagement plan	Microsoft Word...
FR0278 Task 3.1 Stakeholder map	Microsoft Word...
FR0278 8715-212 Task 2.4 Presentation slides	Microsoft PowerP...
FR0278 8715-212 Task 2.3 Risky and issues log	Microsoft Word...
FR0278 8715-212 Task 2.2 Gantt Chart	Microsoft Word...
FR0278 8715-212 Task 2.1 Strategic project plan	Microsoft Word...
FR0278 8715-212 Task 1.8 Comparison analysis	Microsoft Word...
FR0278 8715-212 Task 1.3 Forecasting budget	Microsoft Word...
FR0278 8715-212 Task 1.2 Written report	Microsoft Word...
FR0278 8715-212 Task 1.1 SWOT analysis	Microsoft Word...
FR0278 8715-212 Task 1.2 Stakeholder recording of coaching	Microsoft Word...
FR0278 8715-212 Task 3.2 Operation record form	M41 notes
FR0278 8715-212 Task 3.4 Personal development plan	Microsoft Word...
FR0278 8715-212 Task 4.1 Summary of situation	Microsoft Word...
FR0278 8715-212 Task 4.2 Action plan	Microsoft Word...
FR0278 8715-212 Evidence checklist	Microsoft Word...
FR0278 8715-212 Declaration of authenticity	Microsoft Word...

### Step 10

Transfer the documents to a secure location that is accessible only to those directly involved with the assessment delivery. The location **must not** be accessible to candidates.

### Step 11

To open some of the documents, you will need to use the password provided via the portal. Return to **Step 7** where this is explained.



**Do not use this portal to upload completed candidate evidence for the Employer-Set Project.  
This should be completed via Walled Garden.**

## 5. Submitting completed OS assessments

Providers will need to upload the following to [Walled Garden](#) by the specific Occupational Specialism submission deadline referenced in the applicable Key Dates Schedule:

- All completed candidate evidence (with header templates inserted)
- Observation record forms
- Declaration of authenticity
- Evidence checklist

You need to complete an action for each candidate that has a booking for the Occupational Specialism:

- Submit evidence for all completed tasks, or
- Confirm no evidence is to be submitted for marking (Work Not Submitted)

If a candidate has not completed the assessment in full (e.g., they have not completed a specific task) you should still submit all available evidence via Walled Garden for marking.

### 5.1. Preparation prior to submission

Prior to uploading and submitting any evidence to Walled Garden, you must ensure that all evidence has been collated and labelled correctly and with the correct naming convention. See [Section 3.5.7](#) above for further details.

When you upload evidence, you will need to do this at a candidate level, uploading each piece of evidence for the candidate you need to submit and then tagging the evidence clearly against the specific task(s) the evidence covers. This is clearly explained in the guidance below and it is imperative that this is followed to ensure there are no errors.

**Where any errors are identified (such as missing / incorrect evidence or evidence uploaded to the incorrect candidate) this will result in delays to the external marking process and may result in late release of results.**



**You must ensure the correct assessment booking has been made to upload candidate evidence in Walled Garden. If a booking is missing, you will not be able to upload their evidence.**

## 5.2. File size and type

Please ensure that larger files, such as mp4 videos are compressed to reduce their file size. We do not require video files to be of high-definition quality, they just need to be of reasonable quality and without pixelation. The larger the file size, the longer it will take to upload to Walled Garden, and this is also dependent on your system capability and internet speed. Larger files may also create further complexity for our markers who will need to access candidate evidence to complete the marking process.

Accepted file formats are explained in [Section 3.5.6](#) and repeated below:

Type	Formats
Image	.jpeg .jpg .gif .png
Audio	.mp3 .wav
Video	.mp4
Word	.doc .docx
Excel	.xls .xlsx .csv
PowerPoint	.ppt .pptx
PDF	.pdf

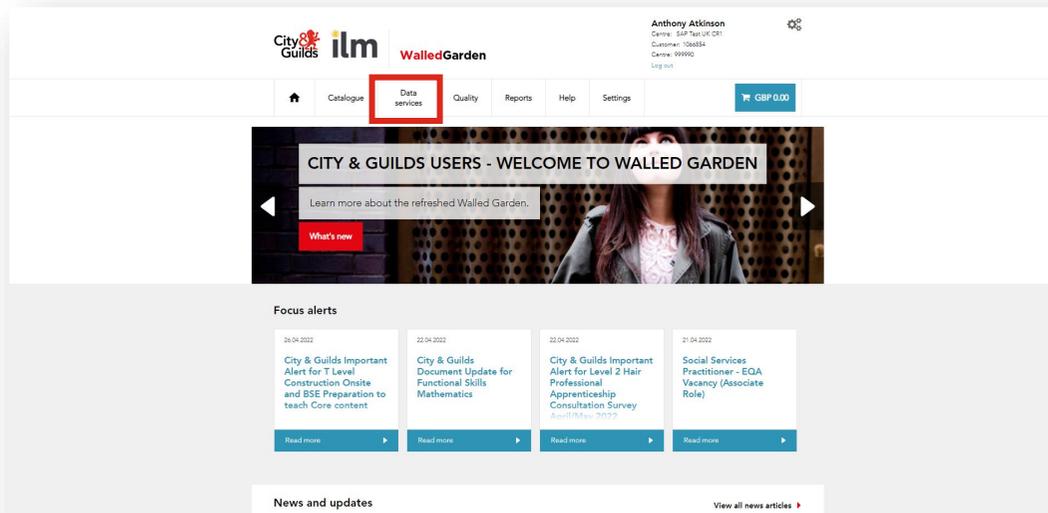


**File sizes should not exceed 2.5GB per file. Please compress larger video files prior to upload.**

### 5.3. Submitting evidence via Walled Garden

The following steps explain how to upload and submit evidence for each candidate who has completed their assessment (in full or in part). Once you have submitted the evidence via the platform, it will be sent for marking.

#### Step 1 Open evidence tool



1. Log in to [Walled Garden](#) with your user account.
2. From the homepage, click on **Data services** across the top menu.

If you can't see the **Data services** tab, you'll need to request this from your centre's Primary account holder.

If you are having issues with your login please contact centre support:

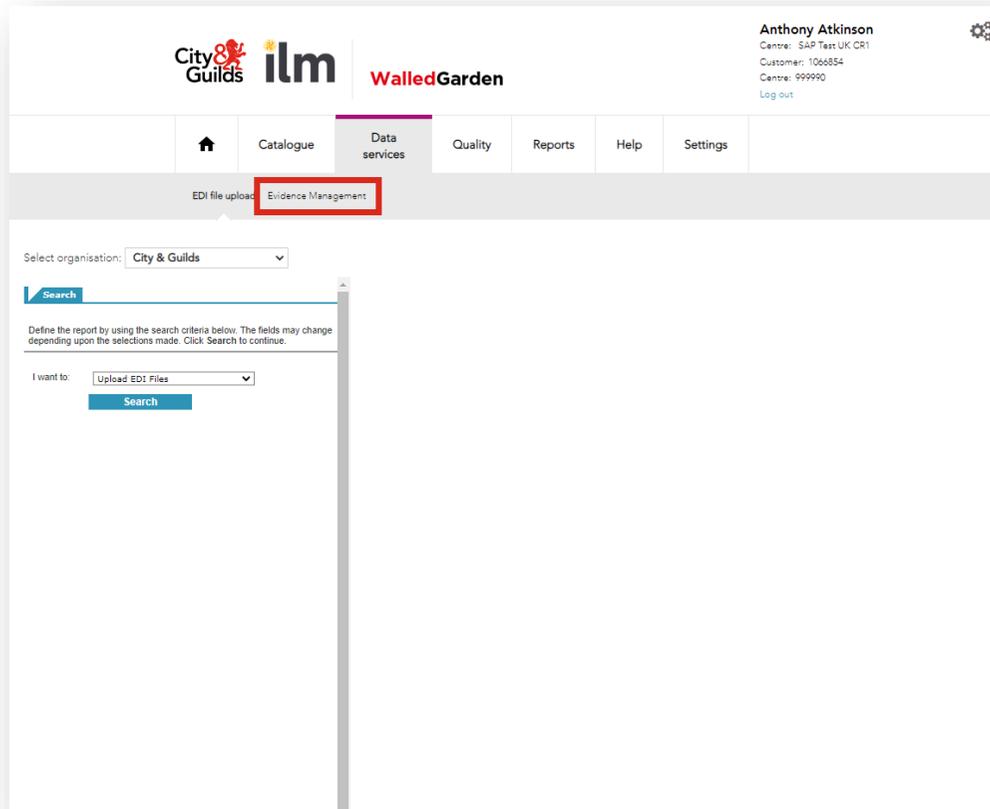
**T:** 0192 4930 800

**E:** [customersupport@cityandguilds.com](mailto:customersupport@cityandguilds.com)



If you don't have a Walled Garden account or you can't see the **Data services** tab, you'll need to request this from your centre's Primary account holder.

We are not permitted to set up accounts or change access permissions. This is completed within your centre.



You may be familiar with this area, as this is where you upload and track EDI files as well as exception orders etc.

1. Click on **Evidence Management** in the grey sub-menu bar

## Step 2 Locate candidate records



You can search for bookings that require evidence to be uploaded using the search filters below.

Centre number *	<input type="text" value="999990"/>	Assessment code *	<input type="text" value="8715-312"/>
Qualification number	<input type="text"/>	Status	<input type="text" value="- Select -"/>
Sales order	<input type="text"/>	Learner name	<input type="text"/>
Enrolment number	<input type="text"/>		
Learner DOB	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>		<input type="button" value="Search"/>

### Bookings

Centre	Qual No	Assessment Code	Assessment Title	Window	Sales Order	Enrolment No	Learner Name	Status
999990	8715-30	8715-312	Occupational Specialism	Summer 2024	0114119870-3010	FTG5766	HANNAH MORRIS	Not Started

1. In the **Centre number** field, you'll need to enter your six-digit centre number (plus any suffix letter where applicable).

It's important that you enter this correctly, and the centre number which bookings have been made against for your candidates.

You can't search for records at centres which your Walled Garden account is not linked to.

2. In the **Assessment code** search field, enter the assessment number which you want to view records for.

*8715-311 is the OS assessment code for the 8715-31 T Level Business Improvement.*

*8715-312 is the OS assessment code for the 8715-32 T Level in Team Leadership/Management.*

*8715-313 is the OS assessment code for the 8715-33 T Level in Business Support*

3. Click **Search**.

You can search for bookings that require evidence to be uploaded using the search filters below.

Centre number \* 
 Assessment code \*

Qualification number 
 Status

Sales order 
 Learner name

Enrolment number

Learner DOB Day  Month  Year

**Bookings**

Centre	Qual No	Assessment Code	Assessment Title	Window	Sales Order	Enrolment No	Learner Name	Status
999990	8715-30	8715-312	Occupational Specialism	Summer 2024	0114119870-3010	FTG5766	HANNAH MORRIS	Not Started

There are additional search fields that can be used to refine your search:

- Sales order,
- Enrolment number (ENR)
- Learner DOB (date of birth)
- Learner name
- Status

4. Where bookings have been made for candidates for the selected assessment, these will then display in the Bookings table

The records are displayed one line per candidate, including their learner name and enrolment number, as well as the status of the record.

5. Select the candidate record you want to start uploading evidence for by clicking on the row in the table.

**Please note:**

When searching for candidates, Walled Garden only displays 20 records on initial search.

Ensure to expand the list by clicking **View more** at the end of the table so you don't miss out any candidates.

## Step 4 Upload evidence for a candidate

[← Back to bookings](#)

### Booking

Centre number	999990 - SAP TEST UK CRONE	Assessment	8715-312 Occupational Specialism
Qualification	8715-32 - T Level Team Leader/ Management	Window	Summer 2024
Sales order	0114119870-3010	Learner name	HANNAH MORRIS
Enrolment number	FTG5766	Submission Date	
Status	Not Started		

### Evidence

[Upload Files](#)

There are no files uploaded for this booking.

Save

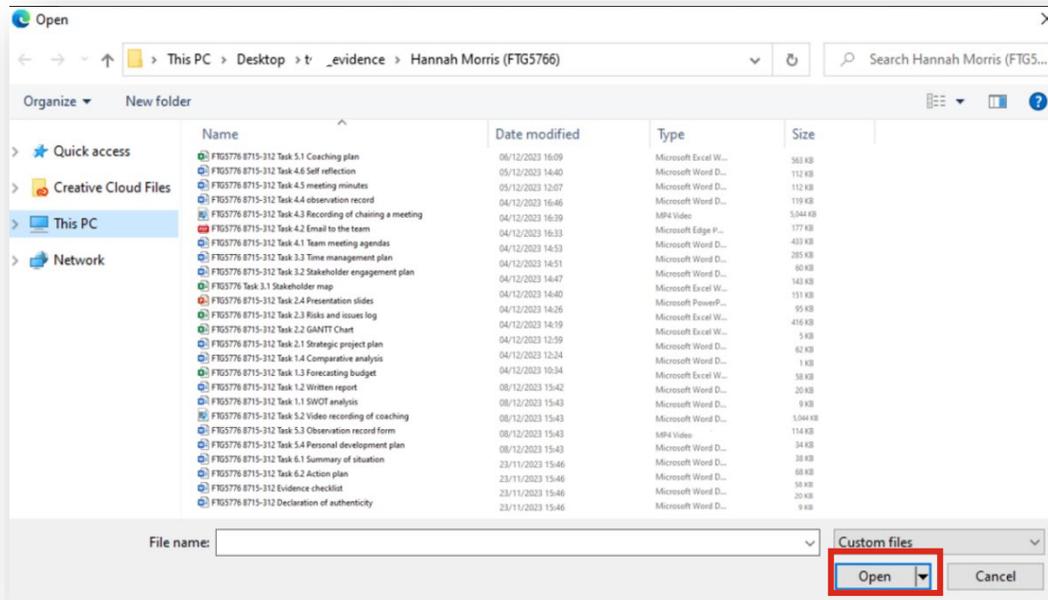
Work Not Submitted

Submit

The candidate record will load.

The status message will indicate whether the evidence upload process has been started for the candidate.

1. Check the candidate details are correct before you start the evidence upload.
2. Under the **Evidence** header, click on **Upload Files** to start the process.



3. The file explorer pop-up will display. You should locate the relevant candidate folder on your drive.

4. Select the evidence you want to upload for the candidate. The exact files you will upload will depend on the assessment.

You can select multiple evidence and upload this at the same time. To do this use the **Ctrl** and **A** keys to select all files or hold the **Ctrl** key and select the specific files you require.

5. Click **Open** in the file explorer window when you are ready to upload\*

Please **do not** upload zip files into the platform as these cannot be tagged correctly to the individual tasks.

\* Screenshots provided are from Windows 10 using Edge web browser. Views may differ depending on which operating system or web browser you use.

**Evidence**

Upload Files

Upload complete

File Name ^	Upload Date	Upload User	File Type	File Size	Tags	Actions
FTG5776 declaration of authenticity.docx	14.05.2024	Business Assurance	Word	67.68 KB		Delete
FTG5776 evidence checklist.docx	14.05.2024	Business Assurance	Word	57.68 KB		Delete
FTG5776 Task 1.1 research notes.docx	14.05.2024	Business Assurance	Word	11.82 KB		Delete
FTG5776 Task 1.2 report.pdf	14.05.2024	Business Assurance	pdf	195.07 KB		Delete
FTG5776 Task 1.3 induction plan.pdf	14.05.2024	Business Assurance	pdf	195.07 KB		Delete
FTG5776 Task 1.4 observation record.docx	14.05.2024	Business Assurance	Word	58.14 KB		Delete
FTG5776 Task 1.4 presentation.pptx	14.05.2024	Business Assurance	PowerPoint	32.68 KB		Delete

**6.** Whilst the evidence is being uploaded, a status bar will display, including the percentage uploaded. Please wait for the evidence to upload in full.

Depending on the number and size of your files this may take anywhere between a few second to several minutes.

Large files such as videos will take considerably longer to upload, and speed will depend on your bandwidth, so please be patient.

**7.** When the files have been uploaded, the Evidence table will update to show a record for each uploaded file.

The table will display:

- File name
- Date uploaded
- Upload user
- File type
- File size

## Step 5 Tagging evidence

Evidence

Upload Files

Upload complete

File Name	Upload Date	Upload User	File Type	File Size	Tags	Actions
FTG5776 declaration of authenticity.docx	29.04.2022	Business Assurance	Word		<input type="text"/>	Delete
FTG5776 evidence checklist.docx	29.04.2022	Business Assurance	Word		<ul style="list-style-type: none"><li>1.1: Research</li><li>1.2: Report</li><li>1.3: Project Plan</li><li>1.4: Presentation</li></ul>	Delete
FTG5776 Task 1.1 research notes.docx	29.04.2022	Business Assurance	Word	11.82 KB		Delete
FTG5776 Task 1.2 report.pdf	29.04.2022	Business Assurance	pdf	195.07 KB		Delete
FTG5776 Task 1.3 induction plan.pdf	29.04.2022	Business Assurance	pdf	195.07 KB		Delete
FTG5776 Task 1.4 observation record.docx	29.04.2022	Business Assurance	Word	58.14 KB		Delete
FTG5776 Task 1.4 presentation.pptx	29.04.2022	Business Assurance	PowerPoint	32.68 KB		Delete
FTG5776 Task 1.4 recording.mp4	29.04.2022	Business Assurance	Video	297.8 MB		Delete
FTG5776 Task 2.1 discussion notes - Copy.docx	29.04.2022	Business Assurance	Word	57.12 KB		Delete

Each piece of evidence uploaded must then be tagged against the relevant assessment task that it relates to.

You must ensure this is accurate as it sets out how the City & Guilds examiner accesses and views the evidence for marking.

1. To tag evidence click on the icon.

2. The list of available tags will depend on the assessment.

Select the relevant task or evidence type from the list.

Make sure to upload and tag the **Declaration of Authenticity** for the candidate and the completed **Evidence Checklist**.

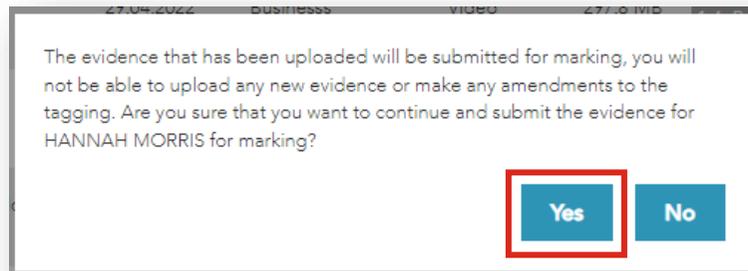
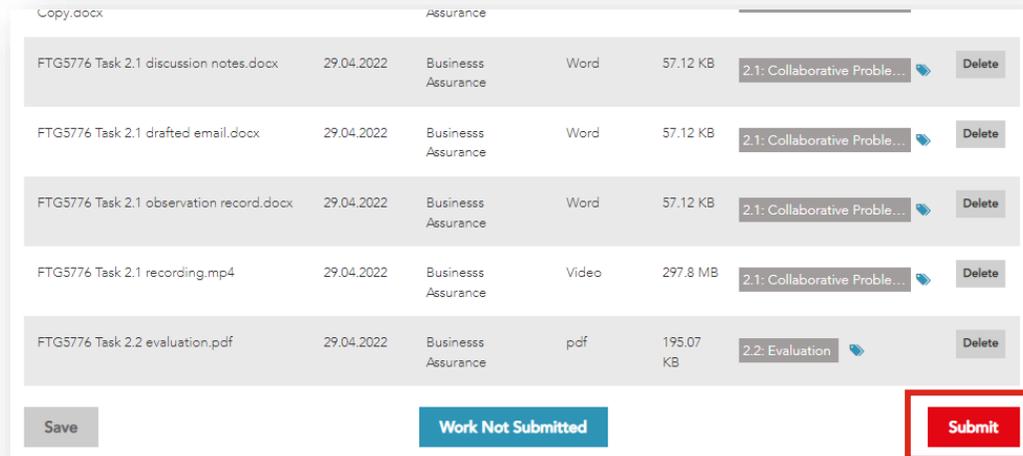
3. Complete the tagging process for all evidence recorded and displayed in the **Evidence** table.

FTG5776 Task 1.4 presentation.pptx	29.04.2022	Business Assurance	PowerPoint	32.68 KB	1.4: Presentation	Delete
FTG5776 Task 1.4 recording.mp4	29.04.2022	Business Assurance	Video	297.8 MB	1.4: Presentation	Delete
FTG5776 Task 2.1 discussion notes - Copy.docx	29.04.2022	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 discussion notes.docx	29.04.2022	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 drafted email.docx	29.04.2022	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 observation record.docx	29.04.2022	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 recording.mp4	29.04.2022	Business Assurance	Video	297.8 MB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.2 evaluation.pdf	29.04.2022	Business Assurance	pdf	195.07 KB	2.2: Evaluation	Delete

**Save**      **Work Not Submitted**      **Submit**

4. You can save at any point, but make sure to click **Save** when you have completed the tagging.

## Step 6 Submitting evidence for marking



1. When you've completed the upload of evidence for the candidate record, you should do a final check to ensure you have not missed anything or made any errors with the tagging process.

2. Click on **Submit**.

You will need to confirm you understand that after the next step, evidence that has been uploaded will be submitted for marking.

You will not be able to upload any new evidence or make amendments to the tagging.

3. Click **Yes** to confirm you want to submit.

**Booking**

Centre number	999990 - SAP TEST UK CRONE	Assessment	8715-312 Occupational Specialism
Qualification	8715-32 - T Level Team Leader/ Management	Window	Summer 2024
Sales order	0114119870-3010	Learner name	HANNAH MORRIS
Enrolment number	FTG5766	Submission Date	29.04.2022
Status	<b>Submitted</b>		

**Evidence**

File Name	Upload Date	Upload User	File Type	File Size	Tags
FTG5776 declaration of authenticity.docx	29.04.2022	Business Assurance		67.68 KB	Declaration of Authentici...
FTG5776 evidence checklist.docx	29.04.2022	Business Assurance		57.68 KB	Evidence Checklist
FTG5776 Task 1.1 research notes.docx	29.04.2022	Business Assurance		11.82 KB	1.1: Research
FTG5776 Task 1.2 report.pdf	29.04.2022	Business Assurance		195.07 KB	1.2: Report

999990	8715-32	8715-312	Occupational Specialism	Summer 2024	0114122104-3060	FTJ5072	CALUM LENNOX	Submitted
999990	8715-32	8715-312	Occupational Specialism	Summer 2024	0114122104-3070	FTJ5095	CALUM HOUSTON	Work Not Submitted
999990	8715-32	8715-312	Occupational Specialism	Summer 2024	0114122104-3080	FTJ5107	CALUM NEWTON-JOHN	Not Started

**View more**

The page will refresh and the candidate record will update, locking in the evidence and the tags.

4. Check the **Status** has updated to show as **Submitted**.
5. Click on **Back to bookings** at the top of the page to return to the candidate record.
6. Complete the process set out above in steps 2 to 6 for each candidate record for the Occupational specialism until you have submitted all evidence for marking.

**Please note:**

When searching for candidates, Walled Garden only displays 20 records on initial search.

Ensure to expand the list by clicking **View more** at the end of the table so you don't miss out any candidates.

## 5.4. Work not submitted

Where there is a booking for a candidate that you are not submitting evidence for marking, you must confirm this in Walled Garden in the candidate record.

Follow the steps below to confirm 'Work Not Submitted'. Please **do not** leave the candidate record with the status 'Not Started'.

### Step 1 Locate candidate record

[← Back to bookings](#)

**Booking**

Centre number	999990 - SAP TEST UK CRONE	Assessment	8715-312 Occupational Specialism
Qualification	8715-32 - T Level Team Leader/ Management	Window	Summer 2024
Sales order	0114119870-3010	Learner name	HANNAH MORRIS
Enrolment number	FTG5766	Submission Date	
Status	Not Started		

**Evidence**

[Upload Files](#)

There are no files uploaded for this booking.

[Save](#) [Work Not Submitted](#) [Submit](#)

1. Locate the candidate record using the steps set out in [Section 5.2](#).
2. Click into the candidate record.
3. Check the candidate records details are correct, and that this is a candidate you are not submitting evidence for marking.  
You should also check whether any evidence has been previously uploaded and saved.

## Step 2

### Set record as 'Work Not Submitted'

[← Back to bookings](#)

#### Booking

Centre number	999990 - SAP TEST UK CRONE	Assessment	8715-312 Occupational Specialism
Qualification	8715-32 - T Level Team Leader/ Management	Window	Summer 2024
Sales order	0114119870-3010	Learner name	HANNAH MORRIS
Enrolment number	FTG5766	Submission Date	
Status	Not Started		

#### Evidence

Upload Files

There are no files uploaded for this booking.

Save

Work Not Submitted

Submit

This booking will be updated as 'Work Not Submitted'. This signifies that no work has been submitted for the candidate, no marking will take place and any uploaded evidence will be deleted. Are you sure that you want to continue and submit no work for JOE COOKE against this booking?

Yes

No

1. At the bottom of the candidate record, click on **Work Not Submitted**.
2. A message box will appear asking you to confirm the candidate entry should be set to 'Work Not Submitted'.

When you're happy to confirm this, click **Yes**.

Please note that any evidence previously uploaded to the candidate will be deleted, and you cannot reverse this action.

[← Back to bookings](#)

**Booking**

Centre number	999990 - SAP TEST UK CRONE	Assessment	8715-312 Occupational Specialism
Qualification	8715-32 Team Leadership/ Management	Window	Summer 2024
Sales order	0114119870-3020	Learner name	JOE COOKE
Enrolment number	FTG5656	Submission Date	14.05.2024
Status	Work Not Submitted		

**Evidence**

There are no files uploaded for this booking.

3. Check that the **Status** has updated to show as **Work Not Submitted**.

## 5.5. Amending records and deleting evidence

You can only amend candidate records and / or delete evidence from a candidate record where the record has not been submitted

### Step 1 Locate candidate record

**Booking**

Centre number: 999990 - SAP TEST UK CRONE

Qualification: 8715-32 Team Leadership/ Management

Assessment: 8715-312 Occupational Specialism

Sales order: 0114119868-3030

Window: Summer 2024

Enrolment number: FTG5717

Learner name: HALEEMA CARNEY

Status: Not Started

Submission Date:

**Evidence**

Upload Files

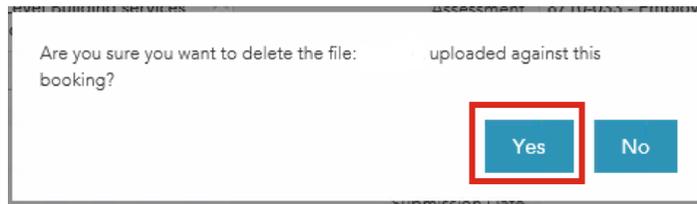
Upload complete

File Name	Upload Date	Upload User	File Type	File Size	Tags	Actions
FTG5776 declaration of authenticity.docx	14.05.2024	Business Assurance	Word	67.68 KB	Declaration of Authentici...	Delete
FTG5776 evidence checklist.docx	14.05.2024	Business Assurance	Word	57.68 KB	Evidence Checklist	Delete
FTG5776 Task 1.1 research notes.docx	14.05.2024	Business Assurance	Word	11.82 KB	1.1: Research	Delete
FTG5776 Task 1.2 report.pdf	14.05.2024	Business Assurance	pdf	195.07 KB	1.2: Report	Delete

1. Locate the candidate record using the steps set out in [Section 5.2](#).
2. Click into the candidate record.
3. Check the candidate records details are correct, and that this is a candidate you wish to amend.

## Step 2 Delete evidence

FTG5776 Task 1.4 presentation.pptx	14.05.2024	Business Assurance	PowerPoint	32.68 KB	1.4: Presentation	Delete
FTG5776 Task 1.4 recording.mp4	14.05.2024	Business Assurance	Video	297.8 MB	1.4: Presentation	Delete
FTG5776 Task 2.1 discussion notes - Copy.docx	14.05.2024	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 discussion notes.docx	14.05.2024	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 drafted email.docx	14.05.2024	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete
FTG5776 Task 2.1 observation record.docx	14.05.2024	Business Assurance	Word	57.12 KB	2.1: Collaborative Proble...	Delete



1. To delete a piece of evidence which has been uploaded to a candidate record, click the **Delete** button at the right of the evidence record.
2. A message box will appear asking you confirm the deletion. Click **Yes**.
3. Check the candidate records details are correct, and that this is a candidate you wish to amend and/or delete evidence.

### Step 3 Amend record tagging

File Name	Upload Date	Upload User	File Type	File Size	Tags	Actions
FTG5776 declaration of authenticity.docx	14.05.2024	Business Assurance	Word	67.68 KB	Declaration of Authenticity	 Delete
FTG5776 evidence checklist.docx	14.05.2024	Business Assurance	Word	57.68 KB	Evidence Checklist	 Delete
FTG5776 Task 1.1 research notes.docx	14.05.2024	Business Assurance	Word	11.82 KB	1.1: Research	 Delete
FTG5776 Task 1.2 report.pdf	14.05.2024	Business Assurance	pdf	195.07 KB	1.2: Report	 Delete

File Name	Upload Date	Upload User	File Type	File Size	Tags	Actions
FTG5776 declaration of authenticity.docx	14.05.2024	Business Assurance	Word		Declaration of Authenticity  +	Delete
FTG5776 evidence checklist.docx	14.05.2024	Business Assurance	Word	57.68 KB	Evidence Checklist	 Delete
FTG5776 Task 1.1 research notes.docx	14.05.2024	Business Assurance	Word	11.82 KB	1.1: Research	 Delete

1. You can amend the tag(s) assigned to a piece of evidence by clicking on the  icon.
2. Existing tags can be removed using the **x** icon next the tag name.
3. You can add additional tags by clicking the **+** icon and then selecting the relevant option from the list.
4. Make sure you click **Save** when you have completed the amendments.

## 6. Frequently Asked Questions (FAQs)

### 6.1. Research tasks

**Question:** For the research task, the assessment guidance states learners are permitted access to the internet, can learners also use textbooks as part of their research?

**Answer:** Yes, learners can access textbooks as well as the internet. Though as City & Guilds markers may not have access to the textbook used by the learner, the provider must validate the source(s) and provide commentary of this as part of the uploaded evidence.

### 6.2. Presentation tasks

**Question:** Can my learners present their presentation remotely via video conferencing?

**Answer:** No, for all Occupational Specialisms learners must present a live presentation to a face-to-face audience (not remotely) ie the assessor must be in the room with the learner. Video conferencing (eg MS Teams / Zoom) may be used to **record** the presentation (video and audio), but the video must show the full length of the learner standing next to the presentation on a screen (or similar).

**Question:** Do candidates need to present to fellow candidates?

**Answer:** No, candidates are required to present to the assessor/tutor. The assessor will take on the role of the audience (as per the occupational specialism brief and provider guidance). It is recommended another member of staff is also involved to test and manage the video recording and support with note taking (where required).

**Question:** Can I prompt candidates during their presentation, eg if they are struggling?

**Answer:** No, prompting is not permitted. This includes asking the candidates to introduce their presentation. Candidates must be given the opportunity to present their content without prompting or other forms of input from the audience (with the exception of any task specific provider guidance that advises otherwise).

**Question:** Do I need to check the video and audio quality for presentation tasks (and collaborative discussions where applicable)?

**Answer:** Yes, it is critical to test the video and audio (including generated file sizes and format) **before** delivering assessments to candidates as well as **after** for each individual candidate once completed. Each video must be checked prior to upload to ensure it's of sufficient quality for marking.

### 6.3. Assessment Conditions

**Question:** Do I need to upload the candidate's internet search history to confirm assessment conditions have been followed?

**Answer:** No, they do not need uploading. The centre must review the internet search history to ensure the authenticity of the candidate's work (eg have not accessed a private cloud storage). The Declaration of Authenticity is sufficient evidence that these checks have been carried out to apply assessment conditions. Please ensure the Declaration of Authenticity is signed and uploaded.

### 6.4. Administration related to the Management and Administration Occupational Specialisms

**Question:** How do we use the 'Header templates'?

**Answer:** It is envisaged that header templates are provided to candidates to complete and add their content on the following pages/slides/tabs. It is recommended candidates are advised on the required filename conventions (including their enrolment number in each filename etc).

**Question:** Do I need to scan / convert documents to PDF before uploading?

**Answer:** Electronic documents do **not** need scanning / converting to PDF if the files produced by the candidates align with our acceptable file formats for uploading (see section 3.5.6). Other file formats, hand-written notes / sketches / drawings / completed forms (e.g. Declaration of Authenticity) will need to be scanned into PDF format.

Centres must check that any scanning has accurately captured all the candidate's evidence and that detail has not been lost during scanning.

It is expected most of the candidate evidence can be uploaded to City & Guilds as produced by the candidate.

**Question:** How many Declaration of Authenticity are required per candidate?

**Answer:** Only **one** is required, per candidate for the chosen occupational specialism. This will cover all tasks and all evidence produced.

**Question:** How can we prevent candidates from amending work produced for previous tasks?

**Answer:** This could be achieved electronically or by utilising hard copies.

- Electronically: Providers must retain a secure set of files that cannot be amended by candidates. A **separate** version can be provided to the candidate (during controlled conditions only) for them to refer to when completing future tasks. They must be advised that any changes to previous tasks will **not** be submitted for marking.
- Hard copies: Providers/candidates may produce hardcopies to be retained by the provider to share with the candidate (during controlled conditions only) for them to refer to when completing future tasks.

**Question:** Does a tutor/assessor have to observe every controlled condition session (ie the delivery of the tasks)?

**Answer:** No, many tasks can be observed by an **Invigilator** to reduce the burden on tutors/assessors. Invigilators must be made aware of the requirement for delivering the task(s) (e.g. duration, access to internet, taking in candidate work etc). There are some exceptions, e.g. the delivery of the presentations and collaborative discussions (where applicable) where an assessor/tutor must observe.

# Appendix 1| SAMPLE - Business Support Occupational Specialism Observation Record

(Task 3 Presentation)

8715-30 T Level Technical Qualification in Management and Administration

8715-313 Occupational Specialism in Business Support

<b>Candidate name</b>	
<b>City &amp; Guilds candidate No.</b>	
<b>Date</b>	

<b>Provider name</b>	
<b>City &amp; Guilds Provider No.</b>	

Record observation notes below to inform external marking. Notes must be detailed, accurate and differentiating. They should identify areas of strength and weakness to distinguish different levels of performance quality for each of the prompts below. Notes do not need to duplicate information that will be seen by markers in other evidence submitted for the task, eg presentation slides, instead they should focus on things that are observed.

<b>Evidence of core knowledge and skills being applied to the brief</b>

<b>Presentation technique and use of technical language</b>

<b>Communication with the audience</b>

**Use of digital skills**

**Any other aspects**

**Tutor signature**

**Date**

<p>_____</p> <p><b>X</b></p> <p>_____</p>	
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If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

# Appendix 2| SAMPLE: Occupational Specialism - Evidence Checklist

8715-30 T Level Technical Qualification in Management and Administration  
8715-313 Business Support: Occupational Specialism (2024)

<b>Candidate name</b>	
<b>City &amp; Guilds Candidate No.</b>	
<b>Date</b>	

<b>Provider name</b>	
<b>City &amp; Guilds Provider No.</b>	

I confirm that all files (as appropriate) have been checked for (please tick):

- Adherence to City & Guilds filename convention requirements
- Video quality
- Audio quality
- Acceptable file size (less than 2.5Gb)

Task	Evidence expected for marking	Evidence to be uploaded? (Y/N)	Issue code (if applicable)? See list and guidance on following page
1 Project Planning	PESTLE analysis		
	Project plan		
	Timeline of project plan		
	Waste proposal document		
2 External Stakeholder Engagement	Stakeholder map		
	Stakeholder engagement plan		
	Meeting minutes		
	Objection report		
3 Policy Development	Stakeholder analysis		
	Policy document		
	Presentation materials		
	Video recording of presentation		
	Observation record form		
4 New Manager Documentation	Travel itinerary with costs		
	Sign-off approval request		
5 Coaching	Information pack		
	Coaching plan		
	Questions		
6 Business Data Analysis	Date inventory document		
	Data analysis spreadsheet		
	Recommendation report		

Where evidence cannot be provided **or** it contains issues, please use the appropriate code below:

Learner related	Provider related
L1 – Evidence generated by learner but not saved by learner	P1 – Evidence lost by provider
L2 – No evidence generated by learner	P2 – No/poor audio on recording
L3 – Other learner issue (please provide details in table below)	P3 – No/poor visual on recording
	P4 – Incomplete recording
	P5 – File has been corrupted
	P6 – Other provider issue (please provide details in table below)

**Provider comments:**

Task	Comments

**Completion / Sign-off**

Name	
Signature	<div style="position: relative; height: 100px;"> <span style="position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%); font-size: 2em; font-weight: bold;">X</span> </div>
Role	
Date	

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

## Appendix 3 | SAMPLE: Declaration of authenticity

<b>Assessment number</b> (eg 1234-033)	
<b>Assessment title</b>	

<b>Candidate name</b>	
<b>City &amp; Guilds candidate No.</b>	

<b>Provider name</b>	
<b>City &amp; Guilds provider No.</b>	

### Additional support

Has the candidate received any additional support in the production of this work?

Yes  No

If yes, give details below:

Task	Guidance/support given

### Special consideration

Has an application for special consideration been made for this candidate?

Yes  No

If yes, give details below:

Type of special consideration	Details tasks completed/ missing evidence
Present but disadvantaged / partially completed assessment / absent with good reason / other *delete as appropriate	

### Candidate declaration

I confirm that all work submitted is my own, and that I have acknowledged all sources I have used. I understand that false declaration is a form of malpractice. I accept my work may be used for the purposes of training and standardisation.

<b>Signature</b>	<b>Date</b>

### Supervisor declaration

I confirm that all work was conducted under conditions designed to assure the authenticity of the candidate's work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the candidate.

Signature	Date
<p>X</p> <hr/>	

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

## Appendix 4 | SAMPLE: Candidate evidence header template

Header pages must be inserted at the front of all candidate evidence (i.e. the front page of a document).

Templates are provided as a guide by City & Guilds for Word, PowerPoint and Excel. If a provider adopts their own style, it must include all of the following information, in a table and in the same order.

<b>Assessment number</b> (eg 1234-033)	
<b>Assessment title</b>	
<b>Candidate name</b>	
<b>City &amp; Guilds candidate No.</b>	
<b>Provider name</b>	
<b>City &amp; Guilds provider No.</b>	
<b>Task(s)</b>	
<b>Evidence title / description</b>	
<b>Date submitted by candidate</b>	

## Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

Should you require assistance, please contact us using the details below:

Monday - Friday | 08:30 - 17:00 GMT

T: 0300 303 53 52

E: [technicals.quality@cityandguilds.com](mailto:technicals.quality@cityandguilds.com)

W: [www.cityandguilds.com/tlevels](http://www.cityandguilds.com/tlevels)

Web chat available [here](#).

Visit our [T Levels Resource Hub](#).

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