

# QUALITY HANDBOOK

## FOR EXTERNAL

## VERIFIERS -

## INTERNATIONAL

**Version 4.0**  
**May 2016**  
For internal use



<b>CITY &amp; GUILDS INTERNATIONAL - WELCOME .....</b>	<b>5</b>
<b>1 - INTRODUCTION.....</b>	<b>5</b>
<b>1.1 INTRODUCTION TO THE QUALITY HANDBOOK FOR EXTERNAL VERIFIERS.....</b>	<b>5</b>
<b>1.2 WHO WE ARE.....</b>	<b>5</b>
<b>1.3 OUR QUALIFICATIONS.....</b>	<b>6</b>
<b>1.4 DELIVERING OUR QUALIFICATIONS.....</b>	<b>6</b>
<b>2 - ROLES .....</b>	<b>7</b>
<b>2.1 EXTERNAL VERIFIER ROLE .....</b>	<b>7</b>
<b>2.2 EV CONTRACTS.....</b>	<b>7</b>
<b>2.3 CONTINUING PROFESSIONAL DEVELOPMENT .....</b>	<b>8</b>
<b>2.4 UPDATING YOUR PERSONAL DETAILS .....</b>	<b>8</b>
<b>2.5 EV CLAIMS .....</b>	<b>8</b>
<b>2.6 RESIGNATION OR TERMINATION OF EV ROLE .....</b>	<b>8</b>
<b>2.7 REGIONAL LEAD VERIFIERS.....</b>	<b>9</b>
<b>2.8 BRANCH OFFICE QUALITY TEAM .....</b>	<b>9</b>
<b>2.9 CENTRE ROLES .....</b>	<b>9</b>
<b>3 – OUR QUALITY ASSURANCE MODEL.....</b>	<b>11</b>
<b>3.1 HOW WE MONITOR.....</b>	<b>11</b>
<b>3.2 CENTRE APPROVAL AND RE-APPROVAL.....</b>	<b>12</b>
<b>3.3 ALTERNATIVE LOCATIONS .....</b>	<b>12</b>
<b>3.4 FORMS EXPLAINED.....</b>	<b>13</b>
<b>3.5 EV ALLOCATION .....</b>	<b>15</b>
<b>3.6 APPROVAL VISITS .....</b>	<b>15</b>
<b>3.7 VERIFICATION VISITS.....</b>	<b>17</b>
<b>3.8 REMOTE SAMPLING.....</b>	<b>22</b>
<b>3.9 EXAM AUDITS.....</b>	<b>23</b>
<b>3.10 HOW CITY &amp; GUILDS PROCESS REPORTS.....</b>	<b>24</b>
<b>3.11 MALPRACTICE AND MALADMINISTRATION.....</b>	<b>25</b>
<b>3.12 SANCTIONS.....</b>	<b>26</b>
<b>4 – POLICIES.....</b>	<b>27</b>
<b>4.1 EQUAL OPPORTUNITIES.....</b>	<b>27</b>
<b>4.2 ENQUIRIES AND APPEALS.....</b>	<b>27</b>
<b>4.3 COMPLAINTS.....</b>	<b>28</b>
<b>4.4 ACCESS ARRANGEMENTS .....</b>	<b>29</b>
<b>5 – LEGAL.....</b>	<b>30</b>
<b>5.1 DATA PROTECTION.....</b>	<b>30</b>

<b>5.2 ANTI-BRIBERY .....</b>	<b>30</b>
<b>5.3 CONFLICT OF INTEREST .....</b>	<b>30</b>
<b>5.4 CODE OF CONDUCT .....</b>	<b>30</b>
<b>5.5 USE OF LOGO .....</b>	<b>31</b>
<b>6 – EV SUPPORT .....</b>	<b>32</b>
<b>6.1 EV MONITORING.....</b>	<b>32</b>
<b>6.2 QUALITY ACADEMY .....</b>	<b>32</b>
<b>6.3 WALLED GARDEN.....</b>	<b>33</b>
<b>Appendix 1 – EVR Template – EV report on External Verification .....</b>	<b>34</b>
<b>Appendix 2 – CAPV Template – EV report on Centre Approval .....</b>	<b>43</b>
<b>Appendix 3 – QAPV Template – EV report on Qualification Approval.....</b>	<b>48</b>
<b>Appendix 4 – Reporting Process .....</b>	<b>52</b>

## **CITY & GUILDS INTERNATIONAL - WELCOME**

We would like to extend a very warm welcome to you. As an International External Verifier (EV), you are a very important part of the City & Guilds quality assurance process, monitoring our centres to ensure our qualifications are delivered in line with City & Guilds and regulatory requirements.

Quality is at the heart of all we do and a key part of your role is to support our centres by providing up to date advice and guidance on our products, services and qualifications. We understand your role can be challenging, as it involves sometimes having to deliver difficult feedback, so it's important to know City & Guilds recognises the importance of the role you play.

This handbook has been designed to provide you with all the information, processes and procedures you need to effectively carry out your role as an EV.

## **1 - INTRODUCTION**

### **1.1 INTRODUCTION TO THE QUALITY HANDBOOK FOR EXTERNAL VERIFIERS**

The Quality Handbook for External Verifiers is to be used as a reference document to support you in your EV role. This document provides guidance on the City & Guilds International quality assurance model, including how to plan, carry out and document your quality assurance activities in line with City & Guilds requirements. It also gives explanations of our policies and other relevant information that is applicable to the EV role.

This handbook must be used in conjunction with the below documents:

- [International Centre Guide](#)
- [Qualification Status Guidelines – International](#)
- [Managing Cases of Suspected Malpractice in Examinations and Assessments](#)

### **1.2 WHO WE ARE**

The City & Guilds Group is managed by a Board of Directors headed up by Group Chief Executive, Chris Jones. We are the leading skills development organisation, providing services to training providers, employers, and trainees across a variety of sectors to meet the needs of today's workplace.

We are very proud of our long history and as an important member of our organisation we would like you to have a basic understanding of who we are and the scale of our operations.

The City & Guilds Group is a global leader in skills development with a rich heritage dating back to 1878, when the City & Guilds London Institute was founded by the Corporation of London and 16 livery companies. We have over 136 years' experience and continue to play an integral role in the development of work-relevant learning around the world.

We operate in over 80 countries, work with 200 businesses, through 10,000 training centres, offering work-relevant education and training in 28 industries. The City & Guilds Group is comprised of City & Guilds, ILM, City & Guilds Kineo (global workplace learning company) and The Oxford Group (a global leadership development company).

Whether it's a new type of learning technology or a new way to help people take a first step into their careers, everything we do is about connecting skills and jobs so people and organisations can progress.

### 1.3 OUR QUALIFICATIONS

At City & Guilds, we work closely with employers to develop relevant qualifications that help learners gain the skills that employers value. Our qualifications and flexible learning options enable people to unlock their potential and progress in their careers.

We have over 500 qualifications developed in conjunction with key organisations in 28 industries, delivered by colleges, training providers and employers.

For further information on the wide range of vocational qualifications please visit:

[www.cityandguilds.com/qualifications-and-apprenticeships/qualifications-explained](http://www.cityandguilds.com/qualifications-and-apprenticeships/qualifications-explained)

### 1.4 DELIVERING OUR QUALIFICATIONS

We work closely with our centres to provide dedicated support, qualification expertise, and resources to enable centres to deliver and provide the best possible experience for our learners.

Centres must comply with the requirements set out the **International Centre Guide, General Terms** and the **Qualification Status Guidelines - International**. Centres play a key role in ensuring the quality, delivery and integrity of our qualifications to ensure all certificates issued are valid.

Our EVs support centres with the delivery of our qualifications, whilst monitoring and upholding quality assurance in line with City & Guilds and regulatory requirements.

## 2 - ROLES

### 2.1 EXTERNAL VERIFIER ROLE

External Verifiers are consultants, contracted by City & Guilds to act as subject-matter experts. EVs are appointed for specific qualifications to ensure that all assessments, including those of practical competence, undertaken within City & Guilds centres are fair, consistent, valid, and meet the requirements of the qualification.

City & Guilds recruits EVs as the need arises for subject-matter experts in a particular region. EVs are required to have significant industry experience in their field, and to have experience in the assessment and / or internal quality assurance of qualifications. Our EVs are a great asset to City & Guilds, as you are central to our quality assurance model.

The below is a sample list of the duties of an EV. A full list of requirements can be found in the **Supply of Services** and the **Terms and Conditions** documents, issued at the point of contract.

- Conduct and document activities for centre and qualification approval, monitoring and sampling of qualifications, advisory visits, systems activities and exam audits.
- Keep a clear audit trail and provide reports on the above activities to City & Guilds.
- Provide advice and support to centres on qualifications and quality assurance queries.
- Support centres with training and development.
- Help centres to develop internal assessment and other systems that are fair, reliable, accessible and non-discriminatory.
- Provide prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems.
- Participate in best practice, standardisation and training activities to ensure support for continued improvement and consistent performance.
- Keep up to date with City & Guilds products, services and IT systems to enable excellent customer service.
- Maintain occupational competence and Continuing Professional Development.

### 2.2 EV CONTRACTS

EV Contracts are issued by each City & Guilds office on an annual basis. Each contract is valid for a particular geographic region, for one calendar year, and is comprised of:

- Letter of Engagement.
- Terms and Conditions.
- Fees and Expenses (the Guidance).
- Supply of Services (the Services).
- Code of Conduct Form.
- International Conflict of Interest Declaration.

Should you work as an EV for more than one region (e.g. Southern Africa and East Africa), you will be issued a separate contract for the regions covered by each local office.

## 2.3 CONTINUING PROFESSIONAL DEVELOPMENT

It is essential for you to remain up to date within the sectors/subject areas that you act as EV for, and ensure that you regularly update your occupational competencies in line with the requirements in the relevant qualification handbook and/or assessment documentation.

Please keep a record of your CPD as you may be required to submit this to your local City & Guilds office when requested. The CPD log is included in the EVU form, explained in section 2.4 below.

## 2.4 UPDATING YOUR PERSONAL DETAILS

It is important that you notify your local City & Guilds office of any changes in your contact details, e.g. change of address, e-mail address, telephone number or bank details using the External Verifier Update form (EVU). This form is also used to notify City & Guilds of potential conflicts of interest and to update your CPD log.

## 2.5 EV CLAIMS

EV fees, including rates of mileage, are determined by the office for your region. Please refer to your local office for queries related to fees or expenses.

A full guide to EV claims can be obtained from the '**Fees and Expenses (the "Guidance") – External Verifiers**' document that is issued to all EVs at the point of contract.

The primary principles of the Guidance are below:

- All EV fees and expenses are paid directly by City & Guilds. You must not charge a centre for any part of your fee or expenses.
- You must complete an electronic claim form; CF8–INT, unless otherwise specified by your local office.
- For your claim to be processed, you must:
  - send an appropriately completed VPL with the visit report and claim form, within 2 working days of the visit.
  - send relevant documentary proof of all expenses incurred (scanned/electronic copies of receipts should be attached to the email).
- Centre visits are agreed in advance with your local office. You must get prior authorisation from us before making an additional visit to a centre. If you have not done so, we cannot pay your fee or expenses for that visit.

## 2.6 RESIGNATION OR TERMINATION OF EV ROLE

If at any time you, or we, decide that you will no longer undertake the role of EV, in accordance with the Terms and Conditions, you must return all items relating to the EV role such as:

- All records, both formal and informal, relating to your allocated centre(s) and to any other centres, organisations or people with whom you have made contact through or on behalf of City & Guilds.
- Any other City & Guilds documentation currently held by you.

## 2.7 REGIONAL LEAD VERIFIERS

Regional Lead Verifiers may be appointed by City & Guilds for a specific region, in order to provide support and guidance to local EVs on EV practice and to offer qualification-specific advice as required.

City & Guilds recruits Regional Lead Verifiers, as the discretion of the local office, based on the needs of the region. Please contact your local office for further details for your region.

Where appointed, Regional Lead Verifiers are responsible for:

- Co-ordinating, supporting and monitoring the activities of EVs.
- Monitoring EV reports and reporting on issues to City & Guilds.
- Providing support and guidance to the EV team on approval, verification issues and qualification standards as required.
- Mentoring new EVs.

## 2.8 BRANCH OFFICE QUALITY TEAM

The Quality Teams in each City & Guilds office are responsible for EV centre and qualification allocations, the review and processing of EV reports, as well as providing advice and support to centres and managing risk. This includes:

- Recruiting and training EVs.
- Allocating EVs to centres.
- Processing centre and qualification approvals.
- Scheduling quality assurance and risk management activities within centres.
- Making the final decision on qualification approval statuses within centres.
- Reviewing and authorising EV reports.
- Dealing with queries relating to quality assurance within a centre.
- Providing advice and support to centres and EVs.
- Processing EV claims for centre activities.

Contact details for the City & Guilds office for your region can be found at the below link;

<http://www.cityandguilds.com/international/contact-us>

## 2.9 CENTRE ROLES

There are a number of roles within an approved centre, each with different responsibilities. The centre roles are briefly outlined below, and can be found in more detail in section 3.2.2 of the Centre Guide.

Role	Description	Key responsibilities
<b>Head of Centre</b>	Responsible for the overall management of the centre.	Centre leadership and overall operational management.
<b>Quality Assurance Contact</b>	Responsible for overall quality assurance of all City & Guilds qualifications being delivered within the centre.	Primary contact for all QA matters, including EV visits.

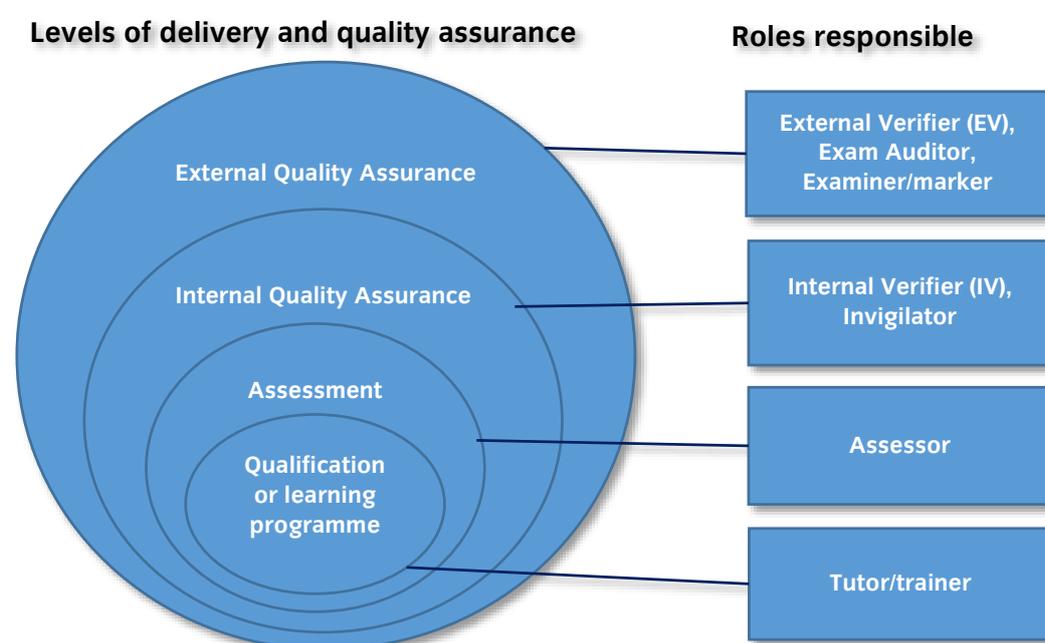
<b>Role</b>	<b>Description</b>	<b>Key responsibilities</b>
<b>Tutor/Trainer/Teacher</b>	Responsible for the delivery of training to learners. Often the same individual as the Assessor. <i>Occupational competency, qualifications and CPD requirements for this role are specified in the qualification handbook.</i>	Delivery of course content to learners.
<b>Assessor</b>	Subject-matter expert, responsible for making assessment decisions about learner work. <i>Occupational competency, qualifications and CPD requirements for this role are specified in the qualification handbook.</i>	Planning, conduct and recording of assessment and assessment decisions, feedback to learners on assessment.
<b>Internal Verifier (IV)</b>	Responsible for quality assurance of a qualification(s). <i>Occupational competency, qualifications and CPD requirements for this role are specified in the qualification handbook.</i> <u>The IV may act as an Assessor, but cannot IV their own assessment decisions.</u>	Sampling of assessment decisions to ensure qualification requirements have been met, and to ensure fairness, accuracy and consistency of assessment. Conducting assessment standardisation activities.
<b>Internal Verifier Co-ordinator (IVC)</b>	Responsible for coordinating the activities of multiple IVs across a range of qualifications. <u>This role usually only exists in very large centres.</u>	Co-ordinating and monitoring IVs and overall responsibility for applying quality standards across a range of qualifications.
<b>Invigilator</b>	Responsible for the conduct and integrity of examinations. <u>The Head of Centre, Assessor or Tutor for the qualification being examined may not act as the Invigilator.</u>	Ensuring examinations are conducted in accordance with City & Guilds Examination Regulations.
<b>Centre Administrator</b>	Responsible for the administration of City & Guilds qualifications.	Learner registration, entry of results, organisation of exams.

## 3 – OUR QUALITY ASSURANCE MODEL

### 3.1 HOW WE MONITOR

Our Quality Assurance model ensures robust quality assurance and customer support. Quality is at the heart of all we do, in order to guarantee the integrity and value of qualifications for City & Guilds approved centres and learners. It is an essential part of ensuring that assessments are taken fairly and in a consistent way, both within a centre and across different centres regardless of the country in which they operate.

Please refer centres to the International Centre Guide which contains information on our quality assurance model, and to the Qualification Handbooks. It is also important to refer to the Qualification Status Guidelines – International alongside the Centre Guide as this encompasses the requirements that all centres must adhere to. When you carry out your EV activities you will need to monitor centres in line with the Qualification Status Guidelines – International.



Our Quality Assurance model is based on an initial approval process, followed by ongoing monitoring and sampling of the internal assessment and quality assurance procedures within a centre, in order to ensure that:

- Our Regulatory obligations are met.
- Risk is monitored and managed.
- Centres are supported.
- Internal Quality Assurance is taking place within the centre
- Assessments are being conducted in accordance with City & Guilds and regulatory requirements.
- Centre staff are occupationally competent and sufficiently qualified in order to deliver and assess qualifications.
- Most importantly – all centres are held to a common high standard, in order to provide learners with a qualification of substance, integrity and validity.

This monitoring is conducted by EVs via **Approval visits, Verification visits, remote/desk-based verification** and **Exam Audits**.

## 3.2 CENTRE APPROVAL AND RE-APPROVAL

In order to deliver our qualifications, an organisation must make an application to become an approved City & Guilds centre. Our approval process consists of the internal review of the application, followed by an EV approval visit to confirm that the organisation meets the required standards of centre approval, and for the qualification(s) in question.

The application is comprised of:

- Application for Centre and Qualification Approval (form CAP) for a prospect centre.
- Application for Qualification Approval (form QAP) for an existing centre.
- Supporting Documents (please refer to the [International Documents for Approval](#) for examples of the policies and other documents required for centre approval).

Once approval is confirmed by City & Guilds, it is valid for a two-year period. Upon approval, a centre is issued with a letter confirming approval, an approval certificate and a unique centre number. The centre number is used by the centre, EV and City & Guilds to identify the organisation on City & Guilds systems. It is a six-digit number, which may contain a letter suffix (e.g. 654321 or 654321A).

Towards the end of the two-year approval cycle, the local City & Guilds office undertakes a quality assurance and commercial review to decide whether a centre should be offered a further two-year approval period. This is known as re-approval. The decision to offer or withhold re-approval is communicated to the centre a minimum of 4-6 weeks prior to approval expiry.

The outcome of a decision to grant approval/re-approval to a centre is also communicated to the EV(s) responsible for that centre.

For further information on Centre Approval, please refer to section 2 of the Centre Guide.

## 3.3 ALTERNATIVE LOCATIONS

Centres are approved to deliver and assess our qualifications only in the location(s) that have been approved by City & Guilds. Centres may however operate outside of more than one location, for the delivery or assessment of our qualifications.

City & Guilds requires that these sites, known as Alternative Locations, be approved as being fit-for-purpose. The approval of an Alternative Location can be sought in the initial Centre Approval process (for a new centre), or by the submission of a Centre Update (CU) form to the local office (for an existing centre).

There are two types of Alternative Location:

- **Assessment Site** – sufficiently close to the main centre address to allow it to be visited by an EV on the same day as the main centre. It is considered to be part of the main centre in all senses, and is primarily used where the main centre does not have the physical resources to accommodate delivery or assessment (e.g. a large exam hall or a workshop with qualification-specific equipment).
- **Sub-centre** – a location that is geographically different from the main centre. It may maintain an operational link to the main centre, but is treated by City & Guilds as a separate centre. Sub-centres are subject to separate and full centre and qualification approval, and are allocated a separate centre number or a suffix centre number.

If your allocated centre has an assessment site, a visit to this site should be planned as part of an approval or verification visit to the main centre.  
A sub-centre is treated as a separate centre, so would not form part of the visit to the main centre, and may be allocated to another EV.

Alternative Location examples:

1. *A centre in Durban conducts all teaching at their main address, but has a site suitable for practical assessment that is 20 minutes away by car. This site can be approved by City & Guilds as an assessment site.*
2. *A centre in Durban has a premises in Cape Town, and wishes to deliver City & Guilds qualifications there. This site in Cape Town is too far away to be an assessment site, so they must seek full approval for a sub-centre in Cape Town.*

For further information on Alternative Locations, please refer to section 2.3 of the Centre Guide. For information on how centres can be approved in different countries, please refer to the [Cross-Border Approval Policy](#).

### 3.4 FORMS EXPLAINED

Our qualifications have international currency; therefore it is essential that we have common quality assurance measures and terminology. To achieve this, we have a comprehensive set of forms for approval and monitoring activities.

Centre forms

Form	Type	Note
<b>CAP</b>	Application for Centre and Qualification Approval	Used by a prospective new customer to seek Centre and Qualification approval
<b>QAP</b>	Application for Qualification Approval.	Used by an existing centre to seek additional Qualification approval
<b>RAP</b>	Application for Centre and Qualification Re-approval	Used by an existing centre to seek Centre and Qualification re-approval
<b>CU</b>	Centre Update	Used by an existing centre to notify City & Guilds of updates to: <ul style="list-style-type: none"> <li>• Staff resources</li> <li>• Physical resources</li> <li>• Changes to contact details or physical address</li> <li>• Any other changes relevant to City &amp; Guilds</li> </ul>

## EV forms

Each EV report form has been designed to be more than just a recording tool. It provides the basis for structuring a visit, ensuring that all EVs are all looking at the same type of evidence, and making judgements based on the same criteria.

The EV report forms allow you to:

- Gain a clear view of a centre's performance.
- Make a clear approval recommendation to City & Guilds.
- Identify strengths and weaknesses within a centre.
- Prepare a detailed action plan for the centre for areas needing improvement.
- Provide constructive feedback to the centre.

<b>Form</b>	<b>Type</b>	<b>Note</b>
<b>CAPV</b>	Visit Report for Centre and Qualification Approval	EV report on the suitability of a prospective centre to meet our QA and approval criteria
<b>QAPV</b>	Visit Report for Qualification Approval.	EV report on the suitability of an existing centre to meet our QA and approval criteria for additional qualification approval
<b>EVR</b>	External Verification Report	EV report on a site visit/remote activity
<b>VPL</b>	Visit Planner	Planning document sent to a centre in advance of a visit/remote activity, outlining agenda and requirements for the activity
<b>AVR</b>	Audit Report	EV report on the conduct of examinations in a centre following an unannounced audit visit
<b>CF8-INT</b>	EV Claim Form	Used by EVs to submit claims for fees and expenses incurred on visits or other City & Guilds activities
<b>EVU</b>	External Verifier Update	Used by EVs to notify City & Guilds of any changes to their contact details or other relevant information

### 3.5 EV ALLOCATION

#### Allocation for Centre/Qualification Approval

When there is a need for an EV with your particular occupational expertise in your region, the local office may contact you in order to undertake an approval visit to a prospective or existing centre. EV allocation to a centre is at the discretion of the local office.

You will be contacted by phone or email to see if you are willing to undertake the approval activity. Once agreed, you will receive a formal communication from City & Guilds, containing the contact details of the centre/prospect and the qualification(s) in question.

#### Allocation for External Verification

The allocation of EVs to centres is reviewed on a regular basis. You will be contacted in the first instance to see if you are able to take on a particular centre. It may be a:

- **Prospective centre**, in which case you may be asked to make an approval visit and then, if approval is granted, to take ongoing responsibility for that centre.
- **Currently approved centre**, for you to take over from another EV. You will be supplied with previous EV reports for the centre prior to your first visit.

### 3.6 APPROVAL VISITS

All applications for approval are submitted directly to the local office. The Quality Team review the application, and once satisfied that it is acceptable, it is allocated to an EV in order to conduct an approval visit. As part of allocation, you will receive the application(s) for approval, including all supporting documents.

Please note that where travel or accommodation is required for a visit, your local office will advise on their policy in this regard.

The object of the approval visit is to ensure that a prospect/centre is capable of meeting our approval criteria in four key areas:

Area	Meaning	Possible evidence for EV review
<b>Management and administrative systems</b>	Does the centre have sufficient management structures and policies in place to support the delivery of our qualifications?	Organisation Chart Internal Policy Documents IT systems
<b>Physical and staff resources</b>	Are there sufficient staff, who are suitably qualified and occupationally competent, and sufficient physical resources to support the delivery of our qualifications?	Equipment lists Health and Safety records Assessment Team CVs CPD plans and records
<b>Assessment</b>	Are there sufficient provisions for learner guidance,	Staff interviews

	development and access to assessment? Are the requirements of the qualification handbook being met?	Internal Communications Team meeting minutes Internal Verification Sampling Strategy
<b>Quality Assurance</b>	Is there an effective Internal Quality Assurance model in place?	Record-keeping

Examples of the kind of supporting documents that a prospect/centre is required to submit as part of their application can be found in the [International Documents for Approval](#).

### Approval visit process

- Once allocated, EVs are requested to contact the prospect/centre at the earliest opportunity in order to arrange a date for the approval visit. City & Guilds guidelines require that the approval visit take place within **30 working days** of the completed application being received and allocated to an EV.
- The date of the approval visit is arranged by mutual agreement between the EV and the prospect/centre.
- Once the date has been agreed, the EV must send a Visit Planner (VPL) to the prospect/centre in order to confirm the visit date, and clearly outline the agenda for the visit, including all staff, resources and other evidence that the EV wishes to see. The VPL must also be sent to the local office, who will log the activity.
- The VPL must be sent sufficiently in advance to allow the prospect/centre to raise any queries. Remember that a prospect centre may not be familiar with City & Guilds requirements.
- During the visit, the EV must:
  - Reserve time at the end of the visit to discuss your findings and any action plans with the Head of Centre/Quality Assurance Contact.
  - Speak to key staff, and address any queries that arise.
  - Ensure that staff understand their roles, and the requirements of the qualification(s).
  - Inspect the evidence and information listed in the Approval Forms.
  - Refer to the relevant Qualification Handbook(s) for any requirements that are specific to the qualification(s) in question.
  - Advise on best practice, where applicable.
  - Compile sufficient information to enable completion of the report form(s).
- EVs must complete the relevant report form (CAPV and/or QAPV) and submit it to the local office within 2 working days of the visit.

### Completion of CAPV/QAPV reports

The sections of the CAPV and QAPV reports are listed below, along with the information that you will need to fill out in the forms.

Please refer to appendices 2 and 3 for examples of completed CAPV and QAPV forms.

- **Section 1 - Visit Details:** input the details of the organisation/centre and your visit.
- **Section 2 - Report Summary:** ensure that your recommendation for approval (tick box yes/no) is clearly indicated and input your overall comments. Remember to type your name and date in the required fields.

- **Section 3 - Action Plan:** if any approval criteria were not met or not fully met, input what the centre can do to meet the criteria, along with the timeframe for the action plan to be implemented. This section can also be used to indicate action required for the EV or for City & Guilds.
- **Section 4 - Staff Section:** list all staff met during your visit, including their role in the centre.
- **Section 5 - Supporting Evidence:** ensure that the relevant box is ticked to indicate if each criterion was met. It is important to provide meaningful comments in these sections that are consistent with the criteria. Individual comment is required where a centre has not satisfied a criterion, or is found to be non-compliant with our requirements, or where good practice is evident.

While the CAPV/QAPV reports include ‘tick boxes’ against criteria, you must provide meaningful comments which will give us, and your centres, a clear indication of why you decided a centre did, or did not, satisfy the criteria. You don’t have to write a comment for every criteria, but you must at least provide us with a narrative that gives a substantial overview of your findings. Comments and feedback should be constructive, and should include comments on strengths/best practice as well as weaknesses.

These comments will help the centre better understand our requirements, and will help you plan for the next visit.

### 3.7 VERIFICATION VISITS

Verification visits involve the EV physically going out to the centre to sample evidence and to speak to both centre staff and learners. They are the backbone of City & Guilds’ quality assurance model. The on-site visits allow us to monitor the performance of centres, and to ensure that the requirements outlined in section 3.1 (regulatory obligations, risk management, internal quality assurance etc.) are being met, as well as ensuring that centres meet our ongoing requirements around:

- Assessment
- Internal Quality Assurance
- Policies
- Management and Administration
- Physical and Staff resources

As the majority of our qualifications are assessed using a range of methodologies (portfolio evidence, practical skills test, written assignments etc.), it is critical to the integrity of our qualifications that we are able to confirm that assessment practice and internal quality assurance is being properly conducted to the same standard in all centres.

Verification visits typically take place on an annual basis (per centre or per suite of qualifications), at the point where learners are being assessed or have recently been assessed for the qualification that they are registered to. Where centres run complex or high-risk qualifications, or where they have more than one cohort of learners per year, a centre may receive more than one EV visit a year.

In addition to the monitoring and audit function, EV visits allow you to offer direct guidance to centres on best practice and for centre staff to ask you questions about various aspects of a qualification or general Quality Assurance.

EV visits can only take place with the authorisation of your local City & Guilds office. Visits are arranged either by direct agreement between the EV and the centre (with local office consent) or at the request of the local office.

### Verification Visit Planning

A verification visit is not typically an ad-hoc activity, it must be properly planned by the EV to ensure that all evidence required for a full and representative sample of the qualification(s) will be in place and can be reviewed.

The date of a visit must be agreed by both the EV and the centre. In many cases, at the end of an approval or verification visit, the EV and centre would agree an approximate timeframe for the next visit – with the understanding that the exact date of the next visit depends on a number of variables such as:

- Learner numbers.
- Date of learner intake.
- Dates of assessment.
- Turnover of Assessment staff (experienced staff leaving, new staff being recruited).
- National holidays or staff absence.
- Your availability.

EVs may also be requested to conduct a verification visit by their local office if, for example, an issue within the centre had recently been discovered, or if there was an urgent need for EV intervention.

Once the date of the EV visit has been agreed by the EV, centre and local office, the EV must send the centre a VPL visit planner. This planner should be sent as soon as possible, and no later than 2 weeks prior to a scheduled visit.

The purpose of the planner is to lay out a clear agenda for the visit and to make the centre aware of what evidence/records/staff/learners that the EV wishes to have available. The VPL allows the EV to formally:

- Confirm the agreed date and time of the visit.
- Confirm what qualifications are to be sampled.
- Request certain staff or learners to be available.
- Request any learner evidence or information required.
- Plan the agenda and scope of the visit.
- Address any action plan points from the previous visit.

### The learner sample

The range of learner work that an EV selects to review must be based on a solid rationale, and cannot be random. Much like the process of how an IV samples Assessor work, the EV must choose a representative sample of learner work that takes into account the following factors:

- **Candidates** (age, gender etc.)
- **Assessors** (experience, workload, new/unqualified staff)
- **Methods of assessment** (practical skills tests, professional discussion, assignments, witness testimony, RPL)
- **Evidence** (all types of evidence)
- **Records** (assessor reports and feedback, IV records, progress reviews, candidate records)
- **Assessment Sites** (centre-based, workplace environments, other assessment locations)

The above rationale is known by the acronym CAMERA. Effective use of CAMERA principles as the strategy for EV sampling will ensure that, over a period of time, the EV will sample something from all assessors and units in a centre.

Other factors to consider for your sample:

- Can the visit be arranged to ensure live assessment (if applicable to the qualification) takes place?
  - If not – what kind of evidence do you expect to review?
- What units have been assessed and internally verified at time of visit?
- Are there any risks in the Qualification (regulatory issues, licence to practice) and is the complexity of the qualification a potential issue (number of units, nature of assessment)?
- Are there any known “problem units” within a qualification?
- The number of learners.
  - Ensuring that only registered learners are sampled.
- Are there any ongoing issues with the centre, based on your past reports?

It is important to refer to the Walled Garden (see section 6.3 below) for information on learner registrations and any results entered by the centre. Remember that EVs must not sample learners who are not registered with City & Guilds, and a centre must not assess candidates before they have been registered.

#### Verification Visit Process

- Agree a suitable date for the visit with the centre, informing your local office.
- Once the date has been agreed, the EV must send a Visit Planner (VPL) to the prospect/centre in order to confirm the visit date, and clearly outline the agenda for the visit, including all staff, resources, learner and other evidence that the EV wishes to see. The VPL must also be sent to the local office, who will log the activity.
- During the visit, the EV should:
  - Reserve time at the end of the visit to discuss your findings and any action plans with the Head of Centre/Quality Assurance Contact.
  - Speak to key staff, and address any queries that arise.
  - Sample learner assessment and the IV audit trail.
  - Review internal quality assurance processes.
  - Interview learners being assessed (optional).
  - Refer to the relevant Qualification Handbook(s) for any requirements that are specific to the qualification(s) in question (staff CPD for example).
  - Advise on best practice, where applicable.
  - Compile sufficient information to enable completion of the report form(s).
- EVs must complete the EVR report form and submit it to the local office within 2 working days of the visit.

#### What are you checking?

That assessment practice is:

- Fair – for all candidates, irrespective of age, gender, etc.
- Reliable – the process is the same for all candidates/assessors/sites.
- Meeting the required standard – specified by City & Guilds and not made easier/harder by any teacher/assessor.
- Candidate lead, not assessor lead.

EVs should review evidence against the following criteria in the EVR:

Area	Meaning	Possible evidence for EV review
<b>Management and administrative systems</b>	Are the centres' management structures and policies sufficient to support the proper management, assessment and internal quality assurance of our qualifications?	<p>Staff communications</p> <p>Effective record-keeping</p> <p>Security of learner information</p> <p>Updated centre policies</p> <p>Correct registration of learners</p>
<b>Physical and staff resources</b>	<p>Are there enough staff, who are occupationally competent and qualified, to ensure effective delivery, assessment and internal quality assurance?</p> <p>Are all required physical resources in place and fit-for-purpose?</p>	<p>Staff CPD records</p> <p>Induction policy for new assessment staff</p> <p>Review of equipment and physical resources</p>
<b>Assessment</b>	<p>Is assessment being conducted as per the requirements of the qualification handbook?</p> <p>Does the assessment team understand the requirements of the qualification?</p>	<p>Records of assessment planning</p> <p>Accurate assessment records</p> <p>Validity of assessment methods</p> <p>Feedback from learners</p> <p>Feedback from assessors and IV</p> <p>Observation of assessment</p> <p>Documentary evidence</p> <p>Recorded discussions</p>
<b>Quality Assurance</b>	Is there an effective Internal Quality Assurance process, and is it being utilised correctly?	<p>Auditable trail of Internal Verification records</p> <p>Planned IV strategy</p> <p>Countersigning assessment decisions for new/inexperienced assessors</p> <p>Evidence of assessment team standardisation meetings</p>

## Completion of the EVR

The sections of the EVR report are listed below, along with the information that you will need to fill out the form.

Please refer to appendix 1 for an example of a completed EVR form.

- **Section 1 – Visit Details:** input all required details of the centre and your visit.
- **Section 2 – Qualifications:** ensure that all qualifications sampled are listed, and include your recommendation for each qualification status, based on your report.
- **Section 3 – Report Summary:** clearly indicate if the centre satisfies City & Guilds requirements. This section should be used to comment on any instances of good or bad centre practice, malpractice, non-compliance or any other risk. You must refer to the criteria in the **Qualification Status Guidelines – International** when recommending a sanction. Remember to type your name and date the form.
- **Section 4 – Previous Action Plan:** if the centre had an action plan from your previous visit or remote report, this section must be completed to show whether or not the previous action plan was dealt with.
- **Section 5 – Action Plan:** if any criteria were not met or not fully met, input what the centre can do to meet the criteria, along with the timeframe for the action plan to be implemented. This section can also be used to indicate action required for the EV or for City & Guilds.
- **Section 6 – Staff met during visit:** list all staff met during your visit, or contacted during a remote sample, including their role in the centre.
- **Section 7 – Assessment Overview:** this section contains space to record samples of assessment for up to 4 learners. Additional space for larger samples can be found in the continuation sheets at the bottom of the EVR. The details of any sampled assessment (written, practical, recorded professional discussion etc.) as well as candidate interviews must be recorded here. It is mandatory to complete all parts of section 7.
  - Section 7.14 provides space for the EV to comment on anything specific to the sampled assessments / assessors / IVs / units, and should be used to comment on both good and bad assessment practice within the centre.
- **Section 8 – Observation of Assessment:** this section should only be completed if, on your visit, you observed live assessment. The details of how the observed assessment was planned and conducted, including the performance of the assessor and feedback to the learner, must be recorded here.
- **Section 9 – Management and Administrative Systems:** in all visits and remote samples, EVs should review evidence to satisfy the criteria in this section. Evidence may include (but is not limited to) an auditable trail of assessment decisions and IV records, assessment staff meeting minutes, reviews of centre policies and other documents.
- **Section 10 – Physical and Staff Resources:** in all visits and remote samples, EVs should review evidence to satisfy the criteria in this section. Evidence may include (but is not limited to) staff CPD records and occupational competency, the ratio of assessors to learners and any equipment required by the qualification(s).
- **Section 11 – Quality Assurance:** in all visits and remote samples, EVs should review evidence to satisfy the criteria in this section. Evidence may include (but is not limited to) reviewing the centre Internal Verification strategy and records, minutes of standardisation meetings and evidence of Assessor development and IV support.
- **Section 12 – Remote Sample Criteria:** this section should only be completed if a site visit was not conducted. The criteria in section 12 are supplementary questions relating to how records, evidence and staff were made available to the EV prior to and during the

remote sample. When conducting a remote sample, sections 7 and 9 – 11 should also be completed as much the evidence provided allows.

It is important to remember that the comments in your report, which form the narrative, must be consistent with the overall approval recommendations. Where a change in approval status at qualification or centre level is being recommended (sections 2 and 3), this recommendation must be supported by substantive comments in the report. This applies to a negative recommendation (a sanction for non-compliance) as well as a positive recommendation (full approval).

Remember that the EV chooses the assessment sample for the visit or remote activity, based on registration reports and other centre documentation.

### **3.8 REMOTE SAMPLING**

Remote verification is the desk-based sampling by an EV of learner work, assessment and IV records and other documentation. It is conducted at the request of the local City & Guilds office when a site visit to a centre is cost-prohibitive or otherwise impractical.

Remote verification is utilised only when required, as the most comprehensive EV sample can be obtained from a site visit, where the EV can observe live assessment of candidates, sample both Assessor and IV work, and can conduct candidate and staff interviews.

#### Remote sampling process

- The remote sample activity must be deemed suitable by the local office QA team and EV. This decision is based on the centre history, and the qualification in question.
- The EV and centre agree a suitable date for the remote sample, and the EV submits a VPL to request all relevant documentation.
- The centre supplies all requested information to the EV in a timely manner, and via secure channels (electronically, or by registered post/courier).
- Assessors and IVs are available during the sample to speak to the EV and answer any queries
- The EV samples the learner work and other evidence and writes an EVR report, which is discussed with the Head of Centre or Quality Assurance Contact, then sent to the local office for review.

#### Ideal scenario for remote verification

- There has been a site visit in the past calendar year.
- The centre has no outstanding QA issues or significant action plans in place.
- Learners are enrolled on a qualification that does not contain substantive practical assessment or skills demonstration.
- Learners are enrolled on a qualification that primarily is assessed by written assignment.
- Learner portfolios are managed on an electronic platform, such as Learning Assistant, to allow ease of access for the EV, and all documentation is sent to the EV in advance of the remote.

When a remote EV sample takes place, the EVR form should be used. Version 4.2 of the EVR contains a section specific to remote samples (section 12), but other sections of the form, excluding section 8, should also be used.

### 3.9 EXAM AUDITS

Many units within our qualifications are assessed by formal written or online examinations. While the exams are centrally marked and internally quality assured by City & Guilds, we do also carry out audits of exams.

The Exam Audit is an unannounced visit to a centre, on the day of an exam, in order to ensure that a centre is fully complying with our [Regulations for the Conduct of Examinations](#).

EVs may be approached by the local office to conduct exam audits, and trained as Auditors for this purpose.

#### Allocation of Exam Audit

You will be contacted in the first instance to see if you are able to take on a particular audit. Once agreed, the local office will supply you with:

- Audit visit allocation – email confirming the details of the exam (time, date, unit), and the centre to be audited.
- Letter of authorisation – letter confirming that the named auditor is authorised by City & Guilds to conduct the exam audit. This letter must be printed by the auditor and presented to the centre on the day of the audit.
- Audit Report form (AVR)

#### Audit process

The below is an outline of the requirements of the exam audit. For full details on the conduct of an audit, please refer to the Exam Audit Training on Quality Academy.

Auditors must:

- Arrive at the centre 45 minutes before the start of the exam.
- Bring their letter of authorisation and a printed copy of the AVR report form (laptops/phones/tablets and other devices are not permitted in exams).
- Conduct the audit in an unobtrusive manner and be vigilant at all times.
- Not in any way interrupt or interfere with the exam.

#### Completion of AVR audit reports

The AVR form must be printed for the audit, and should be handwritten, so as not to disturb the exam. The AVR is the only EV form that should be printed. Auditors may then either scan the completed AVR, or complete an electronic version after the audit, at their discretion.

The sections of the AVR are listed below, along with the information that you will need to fill out.

- **Section 1 - Visit Details** – input the details of the centre and your visit.
- **Section 2 - Criteria Risk Rating** – all criteria in the audit report are assigned a level of risk – low, medium or high. This section of the form shows how many criteria a centre may fail before they are deemed to have not passed the audit.
- **Section 3 - Report Summary** – based on the risk-rated criteria, input whether or not the centre has met our requirements overall.
- **Section 4 - Staff** – list all staff met during your visit, including their role in the centre.
- **Section 5 - Audit Criteria** – ensure that the relevant box is ticked to indicate if each criterion was met. It is important to provide comments in these sections that are consistent with the criteria. Auditors must comment where a centre has not satisfied a

criterion, or is found to be non-compliant with our requirements, or where good practice is evident.

- **Section 6 - Questions** – this section is not a mandatory part of the audit. It can be used as the basis to interview the Centre Administrator and Invigilator if the auditor wishes to confirm that exam regulations are clearly understood.
- **Section 7 - Further Questions/Comments** – record any issues or comments that could not be addressed elsewhere in the report.

### 3.10 HOW CITY & GUILDS PROCESS REPORTS

All of our EV reports are designed to be completed electronically (with the sole exception of the AVR), and should be emailed to your local office within 2 working days of your visit or remote activity. Please refer to appendix 4 for an outline of the reporting process.

**Please note that copies of EV reports must not be left with the centre. As centres have the right to query or appeal an approval or qualification status decision, the report must be reviewed by City & Guilds before the centre receives it (see Section 4.2 below).**

In addition to the EV report, you must submit the VPL visit planner and your CF8-INT claim form.

The Quality Team in your local office will review the report, and may contact you if there are any queries. Once the report has been reviewed and all queries addressed, the Quality Team will make the final approval or qualification status decision, based on your recommendations in the report.

The local Quality Team will email a final copy of the reviewed report to the centre, copying in the EV. The centre will then have 5 working days to contest or query the report. If the centre does not respond within 5 working days, the report is deemed to be accepted.

#### What we look for when reviewing reports:

The main purpose of a visit is to check if a centre meets the requirements for delivering our qualifications and to identify what action needs to be taken if there are any problems. We can only get a clear view of this if you have given us all the information we need. To check this, we review each report against certain criteria:

- Has the report been fully completed?
- Has the AVR been completed with reference to the risk-rating of the criteria (Exam Audits only)?
- Has a clear recommendation for approval (CAPV/QAPV) or qualification approval status (EVR) been made?
- Is the recommended qualification approval status in an EVR consistent with the guidelines found in the [Qualification Status Guidelines](#)?
- Have sufficient comments been provided where necessary?
- Do the comments reflect the overall recommendations of the report?
- Was the EV sample sufficient?
- Has any malpractice been properly recorded?
- Have any risks been identified that may require further action?

### 3.11 MALPRACTICE AND MALADMINISTRATION

Malpractice can best be explained as a deliberate action to breach or not comply with City & Guilds' requirements, policies or regulations. Malpractice is split into two categories; centre malpractice and learner malpractice. Some general example of malpractice are listed below, but please refer to the [Managing Cases of Suspected Malpractice in Examinations and Assessments](#) for a more comprehensive list:

#### Centre Malpractice:

- Failure to meet City & Guilds' centre and qualification approval requirements.
- Influencing the assessment or certification process.
- Failure to meet the requirements for the conduct of examinations.
- Failure to report malpractice allegations to City & Guilds.
- Failure to co-operate with a malpractice investigation.

#### Learner Malpractice:

- Breaching assessment or examination regulations.
- Inappropriate conduct during an assessment or examination.

Centre staff must report suspected or actual malpractice to their Head of Centre immediately. Within 10 working days of the allegation being reported to them, the Head of Centre must report the allegation to City & Guilds. The centre must not undertake an internal investigation until the matter is reported to City & Guilds.

EVs have a responsibility to report malpractice to City & Guilds. Any EV who discovers or suspects centre or learner malpractice must report the allegation immediately to the Quality Team in their local office.

Malpractice allegations may also be reported to City & Guilds by third parties, such as centre whistle-blowers, National Regulators or other agencies.

#### Maladministration:

Maladministration is any activity, practice or error which results in centres or learners not being compliant with City & Guilds' requirements, policies or regulations. For example: a centre making persistent administrative mistakes, resulting in the failure to keep appropriate learner assessment records.

Instances of maladministration should also be reported to City & Guilds by the Head of Centre or EV.

#### Investigations

City & Guilds undertakes an investigation into all allegations of malpractice. The investigation may be led by the centre, or by City & Guilds. For full details on the conduct of investigations, please refer to the [Investigation Policy](#).

### 3.12 SANCTIONS

During the course of an EV visit, remote sample, exam audit, or complaint / malpractice investigation, City & Guilds may become aware of issues within a centre that constitute non-compliance with our regulations, or a breach of our general terms.

In such cases, City & Guilds may apply a sanction against a centre, in order to minimise negative impact on learners or City & Guilds.

The sanctions that we may implement, and the conditions for doing so are clearly laid out in both the Qualification Status Guidelines and the General Terms. Both documents are readily available to all centres. The sanctions range in severity; from the suspension of a centre's ability to register learners for a particular qualification, up to the complete withdrawal of approval from the centre. The level of sanction is dependent on the level of non-compliance.

The [Qualification Status Guidelines - International](#) document gives EVs clear guidelines on what level of sanction they must recommend for each non-compliance issue within a centre. It gives two levels of sanction for each issue, one for the first instance of the issue, and an escalated sanction if the same issue is recurring. EVs must be familiar with and refer to this document when writing an EVR in order to adhere to a common standard.

It is important to remember that EVs make the recommendation for the sanction, based on the evidence that they view, but the decision to apply the sanction rests with the local Quality Team.

## 4 – POLICIES

City & Guilds maintains a body of policies that cover key aspects of our business, as well as supporting the framework for policies that each centre must internally operate. The policies most relevant to the role of EV are addressed in this section.

In addition to complying with City & Guilds policies, centres are required to develop and maintain their own policies, which are internal operating documents for a centre. Many centre policies are required as evidence to satisfy City & Guilds criteria for the approval process, and should be checked by EVs. They set out how a centre will address key issues in our requirements, such as learner appeals and complaints, equal opportunities, access to assessment and health and safety.

EVs must be aware of their responsibilities in regard to our policies, both for the conduct of the EV role, and in order to offer advice and guidance to their centres.

The sections below outline the requirements of each relevant policy from the perspective of an EV, showing how you can support a centre, as well as any responsibilities you may have under the policy.

### 4.1 EQUAL OPPORTUNITIES

City & Guilds supports equal opportunities in education, training and employment and is committed to ensuring learners face no unnecessary barriers in doing so.

Our [Equal Opportunities policy](#) requires that centres have their own equal opportunities policy that work together with ours and that they have systems and procedures in place to implement and monitor their policies effectively. Centre policy must enable Assessors and IVs to apply equal opportunity principles to assessment (see Access to Assessment, section 4.4), and must comply with local equality legislation.

It is a requirement of the policy that our centres have an appeals and complaints procedure and take steps to ensure that candidates understand this, and how or when to appeal or complain to City & Guilds.

The centre equal opportunities policy should be checked by EVs during the approval visit to ensure that it is fit for purpose, and centres should review the policies on a regular basis.

### 4.2 ENQUIRIES AND APPEALS

#### City & Guilds Policy

The City & Guilds [Enquiries and Appeals policy](#) outlines the process that gives centres and learners the opportunity to question a decision made by City & Guilds regarding:

- Results of City & Guilds-marked examinations (learner and centre).
- Decisions on applications for Access Arrangements (centre only).
- Decisions on qualification status, withdrawal or suspension of approval, and outcomes of malpractice investigations (centre only).

Centres are expected to make themselves familiar with this policy, and to follow the relevant process for an initial enquiry, or subsequent appeal for the above.

EVs must be aware of the above policy in order to advise centres on how to submit an enquiry or appeal, but the EV for the centre has no responsibility in relation to the submission or management of a centre enquiry or appeal.

### Centre Policy

The centre appeals policy is one that a centre must operate for learners. This internal policy must clearly outline to learners the conditions under which they may appeal against a decision made regarding centre-marked assessment. The centre appeals policy should be checked by EVs during the approval visit to ensure that it is fit for purpose, and centres should make EVs aware of appeals made by learners.

The internal appeals policy must:

- Be made available to all learners.
- Clearly outline:
  - The conditions under which an appeal against an assessment decision may be made.
  - The process for making an appeal.
  - The timeframe for resolution.
  - The composition of the appeals panel.
  - Possible outcomes.
  - Any fees that the centre may charge.

EVs should be aware that if a learner appeal against centre-marked assessment cannot be resolved by the internal appeals process, they may be requested to review the assessment for an impartial external judgement.

## **4.3 COMPLAINTS**

### City & Guilds Policy

The City & Guilds [Feedback and Complaints policy](#) outlines the process for a centre, learner or other individual to make a formal complaint about an aspect of City & Guilds operations. This can include a complaint about the actions of an EV.

EVs must be aware of the above in order to advise centres, but EVs have no role or responsibility in relation to this policy, unless formally requested to assist in the investigation of a complaint by the local office.

### Centre Policy

The centre complaints policy is one that a centre must operate for learners. This internal policy must clearly outline to learners the scope, timelines and process for an internal complaint. The internal complaints policy should be checked by EVs during the approval visit to ensure that it is fit for purpose. The centre complaints policy must:

- Identify the person with whom the complaint is lodged.
- State the form in which a complaint is made.
- Incorporate a complaints panel (or equivalent) which is objective and independent.
- Make clear the times within which complaints may be lodged, and timelines for resolution.
- Be efficient and transparent.

A learner complaint about any aspect of how a centre operates (fees, tutors, resources etc.) must be addressed by the internal centre policy. A learner can only escalate a complaint about a centre to City & Guilds if they can show that either:

- The internal complaints procedure was not followed by the centre.  
OR
- The internal complaints procedure was unable to resolve the complaint.

If the learner submits a complaint to City & Guilds without going through the internal centre process, they will be referred back to the centre to resolve the complaint.

#### **4.4 ACCESS ARRANGEMENTS**

##### City & Guilds Policy

Access arrangements are facilities that can be organised for learners who, for various reasons, may not be able to undertake or complete an assessment in the format specified by the Qualification Handbook.

They are agreed before the assessment in order to allow learners who have special educational needs, disabilities or temporary injuries to have their assessment needs met without changing the demands of the assessment. These arrangements include:

- Extra time for assessment.
- Modified exam papers (large-print, Braille etc.).
- Reader/Scribe.
- Use of a Word Processor.

City & Guilds [Access Arrangements policy](#) outlines the possible arrangements for a variety of assessment types, the conditions required to obtain certain arrangements, and the process by which a centre can apply for these. Some arrangements are permitted for the centre to put in place, while others require the prior approval of City & Guilds.

Centres are expected to make themselves familiar with this policy, and to follow the relevant process for any arrangements required.

EVs must be aware of the above in order to advise centres on how to put access arrangements in place, but EVs have no role or responsibility in relation to this policy.

##### Centre Policy

Centres must also operate an internal policy for access arrangements, which complies with the requirements of the City & Guilds policy. The internal access policy should be checked by EVs during the approval visit to ensure that it is fit for purpose.

## 5 – LEGAL

### 5.1 DATA PROTECTION

All centre and learner information, as well as any confidential information received from City & Guilds, must be treated in accordance with section 6 of the EV Terms and Conditions, relating to compliance with the UK Data Protection Act (1998). The misuse of information in this regard may lead to the termination of your contract with City & Guilds.

For information on how City & Guilds manages personal data, please refer to our [Privacy Statement](#).

### 5.2 ANTI-BRIBERY

City & Guilds is committed to the highest standards of conduct and integrity in its business activities, both in the UK and International. We take a zero-tolerance approach to bribery and corruption and as such we prohibit anyone working for, or on behalf of, City & Guilds from offering, promising, giving, seeking or accepting any bribe.

We will uphold laws relevant to countering bribery and corruption in all the countries in which we operate. However, we remain bound by the laws of the UK, including the Bribery Act (2010), in respect of our conduct both in the UK and abroad.

As a result of the above, all International EVs must complete an anti-bribery e-module. The course identifies situations where certain actions could constitute an act of bribery. These could be your actions, the actions of a colleague or a third party. It also informs where to go to get help and how you report bribery.

### 5.3 CONFLICT OF INTEREST

EVs must declare any potential or actual conflicts of interest to City & Guilds. The Conflict of Interest Declaration is part of the annual EV contract. Any additional declarations must be made in writing to your local office.

Conflicts of Interest include:

- Involvement with City & Guilds Centres, outside of your EV role.
- Involvement with other Awarding Organisations.
- Involvement in other consultancy related to vocational education and training.

### 5.4 CODE OF CONDUCT

EVs must adhere to City & Guilds' Code of Conduct, which is part of the annual EV contract. The Code of Conduct includes a requirement for all staff and consultants to familiarise themselves with our [Safeguarding Children, Young People and Vulnerable Adults Policy](#).

Please refer to section 5.14 of the Centre Guide for further details on Safeguarding.

## **5.5 USE OF LOGO**

EVs must not make any use of any City & Guilds Group name, trademark and/or logo without the written consent of the City & Guilds Group, and then only in accordance with the terms of that consent.

## 6 – EV SUPPORT

### 6.1 EV MONITORING

As outlined in section 3.10, your local office will review each centre report that you complete for each activity, and will provide constructive feedback on the content of your report if required. Your report may also be reviewed by the Regional Lead Verifier for your region, where in place, who will offer advice and guidance on best practice.

#### Approval of New Qualifications for EVs

To keep up with industry developments and changes our qualifications are continuously changing, with new and revised qualifications.

The below table explains the process we will follow with the assigning of new qualifications to EVs.

Mechanism	Note
Automatic Approval	As new qualifications are developed EVs may be automatically approved to quality assure the new qualification if there are no changes from the old qualification.
Fast Track	Where there are slight changes to the qualification, centres will need to sign up to register for a “fast-track” approval process. EVs may be transferred from the old to the new qualification.
Skill scans	As City & Guilds develop new qualifications, we identify EVs who may be able to quality assure the new qualification. We request selected EVs to complete a skill scan application form to check they have the occupational competencies to quality assure the new qualification(s). These applications are vetted by senior consultants, who report on an EVs’ suitability for the qualification(s).

### 6.2 QUALITY ACADEMY

The City & Guilds [Quality Academy](#) is an online e-learning platform, containing modules focused on Quality Assurance activity. Quality Academy is easy to use, enabling user self-registration, and functions across multiple browsers.

The purpose of Quality Academy is to ensure that centres and EVs have up to date knowledge and understanding of our QA processes. It also enables EVs and centre staff to have easy access to training that can count towards their CPD. The underpinning principles of Quality Academy are to up-skill EVs, improve centre performance, decrease centre quality assurance and malpractice issues, and to start to align our centres to a global QA standard.

All modules on Quality Academy are available to all users, but some are designed for specific roles. We encourage our EVs to undertake all modules, as they enable EVs to better understand centre roles and requirements.

We also encourage EVs to utilise Quality Academy for the benefit of centres, by introducing newly approved centres to the platform, and by using completion of specific modules as enforceable action plan points in a verification or approval report, where required.

Some of the modules of Quality Academy are mandatory for all International EVs. Please contact your local office for guidance on mandatory EV modules, and access to the Quality Academy.

### **6.3 WALLED GARDEN**

The [Walled Garden](#) is City & Guilds' online administration service used by most centres to register learners on qualifications, book examinations, submit results and view information about qualifications and results.

All International EVs are now provided with read-only access to the Walled Garden, which allows you to:

- View the City & Guilds International Catalogue - you can browse and locate detailed information for any qualification, including units, assessment passwords and rules of combination.
- View learner registrations and certifications for your allocated centres – this allows you to view what learners are registered to what qualifications, and to see the entries made by the centre for learner results and claims for certification.
- Download and/or print registration or certification information for your allocated centres – these can be easily downloaded and printed, to be referred to during visits.

All information accessed via this system must be treated as confidential and only for the purposes of fulfilling your role as EV. This information must be treated in accordance our Data Protection requirement (5.1 above).

Please contact your local City & Guilds office for any queries on EV access to Walled Garden.

## Appendix 1 – EVR Template – EV report on External Verification

### EXTERNAL VERIFICATION REPORT (EVR)

Before completing this form you must fully familiarise yourself with the International Qualification Status guidelines.

<b>1. Visit Details</b>				
1.1 Centre Name	Testcentre 1			
1.2 Centre Number	654321			
1.3 Address of site visited	1 Main Street			
	Cape Town			
	South Africa			
1.4 Quality Assurance Contact	Joe Bloggs			
1.5 Name of External Verifier	Jane Doe			
1.6 Date of visit	12/01/2016			
1.7 Nature and length of activity	Visit <input checked="" type="checkbox"/>	Remote <input type="checkbox"/>	Length of activity (hours)	7

<b>2. Qualifications</b>					
Please list all Qualifications which have been reviewed during this visit, and tick the corresponding Qualification Status to indicate your approval recommendation.					
Qualification title	Qualification number	Number of learners	Qualification status		
			Full approval	Registration only	Qualification suspended
<b>Level 2 Award in Barista Skills</b>	<b>7102-53</b>	<b>10</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Level 1 Certificate in Food Preparation and Cooking</b>	<b>8065-01</b>	<b>10</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>3. Report Summary</b>			
Having reviewed the evidence you have gathered through observation and questioning, do you consider the centre satisfies City & Guilds' requirements? (Please tick Yes or No). <i>Please use this section to address any instances of Malpractice, non-compliance or other risk found during the activity.</i>		YES	NO
		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p> <p>During this visit, documentary evidence was sampled for both qualifications and a practical test observed for 7102-53 Unit 201</p> <p>Observation of Assessor Raj completing a barista assessment for two candidates. All drinks were produced efficiently and candidates were marked according to the criteria. Candidates could be encouraged to present a better image to the customers which would allow the opportunity for higher marks in the "personal image and communication" section</p> <p>Sampled 8065-01 documentary evidence – Candidates were not registered until after 2 assessments had been completed. This is contrary to the Section 4.10 of the Qualification Status Guidelines – see action point</p> <p>In addition, since the last EV visit the Deep Fat Fryer has been damaged and has not been replaced. Deep Fat frying is a compulsory aspect of the practical delivery and assessment for Unit 106 and this needs to be addressed. No certificates may be claimed until the candidates have had the opportunity to practice and then complete their assessment for Unit 106 – task a. Assessors to undertake relevant modules on Quality Academy to become familiar with assessment requirements.</p> <p><b>Centre to be set to registration only for 8065-01 due to non-compliance with registration requirements and failure to address assessment criteria.</b></p>			
External Verifier	Jane Doe	Date	12/01/2016

<b>4. Previous Action Plan (if applicable)</b>				
Please provide details of actions carried out				
No.	Action	By whom	Fully Implemented	
			Yes	No
1	Develop a formal learner complaints policy, to be circulated to learners	Quality Assurance Contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	Assessment staff CPD log to be maintained and made available to the EV	IV	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3			<input type="checkbox"/>	<input type="checkbox"/>
4			<input type="checkbox"/>	<input type="checkbox"/>
5			<input type="checkbox"/>	<input type="checkbox"/>
6			<input type="checkbox"/>	<input type="checkbox"/>
7			<input type="checkbox"/>	<input type="checkbox"/>

<b>5. Action Plan</b>			
Please provide details of actions required.			
No.	Action	Who	Due Date
1	All 8065-01 candidates to complete Unit 106 -task a) on deep frying (Assessment 4.5 – registration only)	8065 Assessors	30/04/2016
2	8065 Assessors to undertake Introduction to Assessment Module on Quality Academy within 1 month	8065 Assessors	12/02/2016
3	Develop a process to ensure all candidates are registered prior to any assessments taking place	Quality Assurance Contact	12/02/2016
4	7102-53 – focus on developing a better image to the customers to improve the grading for candidates – Improvement point	7102 Assessors	30/04/2016
5			
6			
7			
8			
9			

<b>6. Staff met during visit</b>		
No.	Name	Role
1	Nosipho Falani	IV - 8065
2	Juan Perez	Assessor – 8065
3	John Q. Public	Assessor - 8065
4	Janet Murphy	IV - 7102
5	Raj Kaur	Assessor - 7102
6	Liz Smith	Assessor - 7102

A representative sample of assessments is required for each EV activity. Visits should be planned to ensure observation of live assessment, but other evidence can be sampled where observation is not possible. Please record your findings below, detailing the type of assessment.  
If more than 4 samples please refer to the continuation sheets at the bottom of this form.

7. Assessment overview								
Sample reference	5		6		7		8	
7.1 Type of assessment	Practical test		Practical test		Practical test		Practical test	
7.2 Date of assessment	12/01/2016		12/01/2016		12/01/2016		12/01/2016	
7.3 Learner name	Betty Brown		George Green		Oscar Orange		Wendy White	
7.4 Learner registration no.	ABC1234		ABC5678		ABC8910		ABC1112	
7.5 Date of registration	10/1/16		10/1/16		10/1/16		10/1/16	
7.6 Qualification and Unit number	8065-01 (105 and 106)		8065-01 (107 and 108)		8065-01 (109 and 110)		8065-01 (106 and 110)	
7.7 Name of assessor	Juan Perez		Juan Perez		John Public		John Public	
7.8 Where assessment took place	Main centre		Main centre		Main centre		Main centre	
7.9 Do you agree with the assessor's decision?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7.10 Was this assessment internally verified?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
7.11 Date of Internal Verification	12/1/16				12/1/16			
7.12 Name of Internal Verifier	Nosipho Falani				Nosipho Falani			
7.13 If this assessment was internally verified, do you agree with the IV?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.14 Comment (specific to Learner / Assessment / Unit / IV)	Candidates not registered until after 2 assessments. Deep fryer damaged and not replaced (unit 106)		Candidates not registered until after 2 assessments.		Candidates not registered until after 2 assessments		Candidates not registered until after 2 assessments. Deep fryer damaged and not replaced (unit 106)	

**8. Observation of Assessment – to be completed only if live assessment was observed by the EV. Comment on non-observed assessment should be made in Section 7.**

Through observation, questioning and review of assessment and IV records, determine whether or not the centre fully satisfies the following criteria. Please tick the appropriate box for each criteria. If you place a tick in the 'No' box, please provide comments to support your decision.

No.	Criteria	Fully implemented?		Comments
		Yes	No	
8.1	<p>Prior to the assessment, each assessor in the sample ensured that:</p> <ul style="list-style-type: none"> <li>All resources required were available and ready for use</li> <li>Assessment plans according to qualification requirements had been developed for each Learner</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Raj Kaur ensured the barista area was ready for the assessment and there were ingredients and small equipment ready.</p> <p>Candidates had briefing documentation and time plans ready for the practical test. Candidates were prepared for the knowledge test in the afternoon</p>
8.2	<p>During the assessment, each assessor in the sample:</p> <ul style="list-style-type: none"> <li>Conducted the assessment unobtrusively</li> <li>Assessed knowledge and skills appropriate to the qualification</li> <li>Asked questions in an encouraging tone and manner without leading the Learner</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Assessors stated what was required of the candidates and then allowed them to complete the task</p> <p>Raj had a clear understanding of the barista requirements and completed the documentation during the assessment. More focus could have been placed on communication</p>
8.3	<p>After the assessment, each assessor in the sample:</p> <ul style="list-style-type: none"> <li>Clarified and resolved any inconsistencies in the evidence</li> <li>Informed Learners of the assessment decision and provided clear, constructive feedback</li> <li>Met the Learner's needs and was appropriate to his/her level of confidence.</li> <li>Advised Learners how to seek clarification/advice on an assessment decision</li> <li>Completed an assessment record for each Learner</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Raj feedback to each learner individually and confirmed the grade he had awarded them based on their performance. Feedback was both oral and written</p> <p>City &amp; Guilds checklist and feedback sheet was completed</p>
8.4	<p>Each assessor in the sample could satisfactorily explain the action s/he would have taken if difficulties in judging the evidence had been experienced.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Raj confirmed that he would ask his colleagues if he was unsure about any of the evidence that he was making a judgement on, especially the IV</p>
8.5	<p>Each assessor in the sample could satisfactorily explain the procedure for passing records to the IV for the next stage of the recording/certification process.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Clear process in place for passing records to the IV for sampling</p>

8.6	Each assessor in the sample ensured that Learners evidence had been recorded in such a way as to indicate that all the qualification requirements had been covered and that underpinning knowledge has been assessed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Practical documentation recorded correctly for 7102-53 – UPK tests also clearly marked
8.7	Each assessor in the sample ensured that Learners' evidence was: <ul style="list-style-type: none"> <li>• Valid</li> <li>• Authentic</li> <li>• Current</li> <li>• Sufficient</li> </ul> in order to demonstrate that the Learner could perform consistently to the qualification standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Barista documentation was correctly completed at the time of the assessment and was signed and dated by the assessor and the learner

### 9. Management and administrative systems

No.	Criteria	Fully implemented?		Comments
		Yes	No	
9.1	There is an effective communication system between all levels of staff and in all directions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All assessors and verifiers meet at weekly staff meetings when students and assessment queries are discussed
9.2	Assessment conducted in an appropriate place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9.3	There are complete and up-to-date records showing judgements of evidence, assessment decisions and Learner records.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In addition to the assessment documentation, a tracking spreadsheet is maintained for each qualification to show learner progress
9.4	Information is stored securely and disclosed only to those who have a right to it.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All documentation is kept in the staff room and only staff have access
9.5	Records required by you were available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Centre provided records prior to the visit and all documentation was accessible during the visit
9.6	An appeals procedure that Learners understand is issued.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This was a previous action but now is in place and all learners interviewed were clear on the appeals process

<b>10. Physical and staff resources</b>				
No.	Criteria	Fully implemented?		Comments
		Yes	No	
10.1	Equipment, software (if applicable), procedures and accommodations are sufficient, suitable, appear safe and are fit for use, including evolve requirements.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Overall facilities are suitable – good facilities for completing the knowledge tests. There is no deep fryer in the centre which is a requirement
10.2	Induction materials for new assessors are in place and fit-for-purpose.	<input type="checkbox"/>	<input type="checkbox"/>	No new assessors have been recruited
10.3	The qualification(s) is/are adequately staffed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Two assessors and one IV for each qualification is suitable based on centre registrations
10.4	All current staff approved and hold the relevant recognised qualifications, and have current CPD for the qualification(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clear logs of staffs' CV and CPD logs are now maintained by the IVs -these are checked every 3 months
10.5	Staff list is up-to-date.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There have been no changes to the staffing
<b>11. Quality assurance</b>				
No	Criteria	Fully implemented?		Comments
		Yes	No	
11.1	Assessors are kept updated on and have access to all relevant City & Guilds' documentation and support materials.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All staff have access to the City & Guilds website and have the latest documentation
11.2	There is an effective system for the internal verifier to sample judgements of evidence and assessment decisions against the qualification requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Both IVs have sampling plans in place. A live observation took place today. Records are kept of all IV activity
11.3	Assessors have relevant support from the internal verifier to achieve consistency in assessment and accurate advice on the use of different types of evidence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IV is available to answer any queries. IV provides written feedback to assessors after sampling

11.4	There are adequate opportunities for assessors and other relevant team members to meet and discuss assessment and quality assurance issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Apart from weekly meetings, Assessors and verifiers meet every two months for standardisation meetings which are recorded.
------	---	-------------------------------------	--------------------------	--

**12. Remote Sample Criteria – to be completed only for a remote sampling activity**

No	Criteria	Fully implemented?		Comments
		Yes	No	
12.1	Was assessment and assessment recording carried out in line with qualification requirements and by qualified assessors?	<input type="checkbox"/>	<input type="checkbox"/>	N/A – Site visit
12.2	Is there an effective IV sampling strategy in place?	<input type="checkbox"/>	<input type="checkbox"/>	N/A – Site visit
12.3	Were all requested records/evidence forwarded to you, in a timely manner, prior to the remote sample? Please record the evidence/documents sent.	<input type="checkbox"/>	<input type="checkbox"/>	N/A – Site visit
12.4	Were all assessment/IV records made available, appropriately signed, and do dates in your sample agree with the centre record?	<input type="checkbox"/>	<input type="checkbox"/>	N/A – Site visit
12.5	Were assessment staff available to be contacted as required during the remote sample?	<input type="checkbox"/>	<input type="checkbox"/>	N/A – Site visit

Continuation Sheet								
Sample reference	5		6		7		8	
7.1 Type of assessment	Practical test		Practical test					
7.2 Date of assessment	12/1/16		12/1/16					
7.3 Learner name	Percy Pink		Ruby Red					
7.4 Learner registration no.	ABC2222		ABC3333					
7.5 Date of registration	12/12/15		12/12/15					
7.6 Qualification and Unit number	7102-53 (201 task a and b)		7102-53 (201 task a and b)					
7.7 Name of assessor	Raj Kaur		Raj Kaur					
7.8 Where assessment took place	Main centre		Main centre					
7.9 Do you agree with the assessor's decision?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.10 Was this assessment internally verified?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.11 Date of Internal Verification	12/1/16							
7.12 Name of Internal Verifier	Janet Murphy							
7.13 If this assessment was internally verified, do you agree with the IV?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.14 Comment (specific to Learner / Assessment / Unit)	Both candidates observed were also interviewed and they confirmed that they were comfortable with the assessment and could ask for any further detail from the assessor		Both candidates observed were also interviewed and they confirmed that they were comfortable with the assessment and could ask for any further detail from the assessor					

## Appendix 2 – CAPV Template – EV report on Centre Approval

### VISIT REPORT FOR CENTRE APPROVAL (CAPV)

<b>1. Visit Details</b>					
1.1 Centre Name	Test Centre 1				
1.2 Centre Address	1 Main Street				
	Cape Town				
1.3 Country	South Africa				
1.4 Date of visit	01/11/2015				
1.5 Head of Centre	A.N. Other				
1.6 Quality Assurance Contact	Joe Bloggs				
1.7 Nature and length of activity	Visit <input checked="" type="checkbox"/>	Remote <input type="checkbox"/>	Length of activity (hours)	7	

<b>2. Report Summary</b>		
Having reviewed all available evidence, do you consider the centre satisfies the overall City & Guilds' requirements and recommend that centre approval should be granted? (Please tick Yes or No)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<p>Comments:</p> <p>Test Centre 1 maintains a very efficient and effective operation. All resources and policies inspected are fit for purpose with only minor points reflected in the Action Plan, which can be easily resolved. The organisation is new to City &amp; Guilds, but has experience with local vocational awarding organisations, and staff were receptive to briefings on the particulars of City &amp; Guilds requirements.</p> <p>Centre approval is recommended.</p>		

External Verifier	Jane Doe	Date	1/11/15
-------------------	----------	------	---------

### 3. Action Plan

Please provide details of actions required.

No.	Action	Who	Due Date
1	Criterion C16 – Ensure that all invigilators complete the mandatory module on Quality Academy prior to arranging any exams.	Centre Administrator	Within one month of approval confirmation.
2	Criterion C19 – Ensure that internal complaints policy is updated to include the escalation of a learner complaint to City & Guilds <b>only</b> if the internal policy has not been followed, or has provided no resolution.	Quality Assurance Contact	14/11/15
3			
4			
5			
6			
7			
8			
9			
10			

### 4. Staff Met During Visit

Please provide details of all staff met during the visit.

No.	Name	Role
1	A.N Other	Head of Centre
2	Joe Bloggs	Quality Assurance Contact
3	Janet Bloggs	Centre Administrator
4		
5		

## 5. Supporting Evidence: Centre Approval Criteria

From the information provided by the centre in their Application for Centre Approval and Qualification Approval (CAP), and evidence you have examined, do you consider the centre satisfies the following criteria? Please tick Yes or No and provide comments.

### Management and administration systems

Criterion	Description	Criteria met		Comment
		Yes	No	
C12	A clear organisational structure is in place and their roles and responsibilities are understood by the assessment and administration team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Organisation chart is in place, with workflows representing responsibilities relevant to administration of City & Guilds qualifications. Staff briefings are held to resolve any queries.
C13	There are clear procedures in place to ensure effective communication between all staff involved with City & Guilds qualifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Internal communications policy is in place, and all information is shared on a secure staff intranet.
C14	The centre has in place: <ul style="list-style-type: none"> <li>• an equal opportunities policy</li> <li>• an access to assessment policy which are available and understood by staff and learners</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Policies are in place and fit for purpose. All learner policy documents are held on a secure portal, which all learners can access once registered with the centre.
C15	All procedures, accommodation and equipment are fit for purpose to ensure the security of all examination and assessment material, in accordance with City & Guilds regulations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All resources are compliant with City & Guilds requirements. Lecture halls and rooms for practical assessment are fully equipped, and exam hall can accommodate up to 40 learners seated as per City & Guilds requirements.
C16	There are procedures to ensure that examinations are invigilated by appropriate staff in accordance with City & Guilds examination regulations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Experienced Invigilators are sourced from an external company. The centre will need to ensure that all invigilators undertake the required module on Quality Academy, as per action plan point 1.

C17	Learner and assessment records are stored securely for the required 3 year period, and will be made available to the EV on request	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All learner records are securely held on an internal server with restricted access. EV will be given read-only access to these files once required.
C18	The centre has an appeals procedure for centre-marked assessment, which is made available to learners  The centre understands the appeals procedure for City & Guilds marked examinations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Internal appeals policy is clear and complies with City & Guilds requirements. Staff met were briefed on City & Guilds enquiries and appeals policy for externally-marked exams. Policy held on learner and staff intranets.
C19	The centre has a complaints procedure which is made available to learners and staff  The centre understands City & Guilds policy in relation to learner complaints	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Complaints policy is fit for purpose with minor amendment, as per action plan point 2. Staff briefed on City & Guilds complaints policy. Policy held on learner and staff intranets.
C20	The centre is familiar with the requirement to use a Centre Update form to notify City & Guilds of any changes to the information contained in the approval forms and supporting documentation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CU form will be used to log any changes and submitted to local office as required.
Physical and Staff Resources				
Criterion	Description	Criteria met		Comment
		Yes	No	
C21	All equipment and resources used for City & Guilds qualifications are compliant with relevant local health and safety requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Health and Safety inspection certificate is current
C22	Examination accommodation is suitably quiet, in an undisturbed location with adequate heating, lighting and ventilation and compliant with City & Guilds regulations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exam room can accommodate up to 40 learners seated as per City & Guilds requirements.

C23	Adequate planning is in place to ensure that staff will have sufficient time, resources and authority to perform their roles effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Staff planning meetings held every 2 weeks, so any issues in this regard can be addressed.
C24	A staff development programme is in place to support the delivery of City & Guilds qualifications is established in line with identified needs, and with the CPD requirements of the relevant qualifications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Internal CPD/Staff development policy is in place and will be cross-referenced to the requirements of the qualification handbook(s)

## VISIT REPORT FOR QUALIFICATION APPROVAL (QAPV)

1. Visit Details				
1.1 Centre Name	Test Centre 1			
1.2 Centre Number	N/A			
1.3 Centre Address	1 Main Street			
	Cape Town			
1.4 Country	South Africa			
1.5 Date of visit	1/11/15			
1.6 Head of centre	A.N. Other			
1.7 Quality Assurance contact	Joe Bloggs			
1.8 Nature and length of activity	Visit <input checked="" type="checkbox"/>	Remote <input type="checkbox"/>	Length of activity (hours)	6

2. Report Summary			
Having reviewed all available evidence, do you consider the centre satisfies the overall City & Guilds' requirements and recommend that the below qualification approval should be granted? (Please tick Yes or No)			
Qualification Title	Qualification number	Qualification Approval recommended	
		Yes	No
Level 2 Award in Barista Skills	7102-53	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Level 1 Certificate in Food Preparation and Cooking	8065-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
External Verifier	Jane Doe	Date	1/11/15

### 3. Action Plan

Please provide details of actions required.

No.	Action	Who	Due Date
1	Criterion C5 - Create and maintain up to date CPD logs for all assessment staff	Quality Assurance Contact	Immediately after approval
2			
3			
4			
5			
6			
7			
8			
9			
10			

### 4. Staff Met During Visit

Please provide details of all staff met during the visit.

No.	Name	Role
1	Nosipho Falani	IV - 8065
2	Juan Perez	Assessor – 8065
3	John Q. Public	Assessor - 8065
4	Janet Doe	IV - 7102
5	Raj Kaur	Assessor - 7102
6	Liz Smith	Assessor - 7102
7		

### 5. Supporting Evidence: Qualification Approval Criteria

From the information provided by the centre in their Application for Centre Approval and Qualification Approval (CAP), **OR** Application for Qualification Approval (QAP), and evidence you have examined, do you consider the centre satisfies the following criteria? Please tick Yes or No and provide comments.

#### Physical and staff resources

Criterion	Description	Criteria met		Comment
		Yes	No	
C1	All resource needs outlined in the qualification handbook(s) are in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fully fitted kitchens and barista resources are in place, as per handbook requirements.
C2	Procedures are in place to ensure that only occupationally competent and qualified assessment and delivery staff are recruited	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Staff recruitment policy is in place, with recruitment tailored to meet the requirements of the qualifications for experience and occupational competence.

#### Quality Assurance

Criterion	Description	Criteria met		Comment
		Yes	No	
C3	A clear internal verification sampling strategy is in place to ensure that assessment decisions are sampled, and findings are acted upon to ensure quality, consistency and fairness in assessment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IV sample strategy is well structured and documented, based on CAMERA principles. Recording forms are fit for purpose
C4	A Plagiarism and Cheating policy is available and understood by staff and learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Centre policy on plagiarism/duplication and cheating is available on the learner intranet.

Assessment				
Criterion	Description	Criteria met		Comment
		Yes	No	
C5	Procedures are in place to ensure that assessment and internal verification are conducted only by qualified and occupationally competent staff, and there are sufficient resources to meet the demands of the qualification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In place, but Assessor CPD logs to be maintained by centre to ensure competencies are current. Action plan point 1
C6	Information, advice and guidance about qualification procedures and practices provided to learners and potential learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A learner handbook is being developed, containing all course and policy information. This will sit on the learner intranet and can be printed on request.
C7	Learners development needs are matched against the requirements of the qualification(s) and an agreed assessment plan is established	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Learner registration form allows self-declaration of assessment needs which are used to agree an assessment plan and access requirements as needed.
C8	A procedure is in place to ensure that learners have opportunities to review their progress and goals and to revise their assessment plan accordingly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	One-to-one reviews conducted with all learners
C9	An Access to Assessment policy is in place, to ensure that learners with special educational needs, disabilities or temporary injuries have their access to assessment needs met without changing the demands of the assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Access policy is in place and compliant with City & Guilds requirements.
C10	Access to Assessment is encouraged through the use of a range of valid assessment methods	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Different assessment methods can be employed depending on learner need.
C11	Any further requirements listed in the relevant qualification handbook(s) that are not addressed in the application forms are met	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All equipment and resources listed in the qualification handbooks are in place.

## Appendix 4 – Reporting Process

