

The External Quality Assurer Manual



Quality Assurance & Improvement Team | City & Guilds Group

We would like to extend a very warm welcome to you. As an External Quality Assurer (EQA) you are an incredibly important part of the City & Guilds quality assurance team/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 customers 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 manual will provide you with the information, processes and procedures you need to effectively carry out your role as an External Quality Assurer.

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1 INTRODUCTION

1.1 Introduction to the EQA Manual

The External Quality Assurer Manual is to be used as a reference document to support you in your External Quality Assurer (EQA) role. This document provides guidance on the quality assurance model and how to plan, carry out and document your quality assurance activities in line with City & Guilds and regulatory requirements.

The External Quality Assurer manual must be used in conjunction with 'Our Quality Assurance Requirements', the City & Guilds Centre Manual, ILM Customer Handbook and the Policies and Procedures listed in section 11.1.

1.2 About us

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, working with governments, businesses and education centres to provide skills education and training.

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 and Guilds London Institute was founded by the Corporation of London and 16 livery companies. We have over 130 years' experience of providing work related training and continue to play an integral role in the development of work-relevant learning around the world.

We operate in over 100 countries across the world, our qualifications are internationally recognised and seen as the global benchmark of occupational competence. The City & Guilds Group is comprised of City & Guilds, The Institute of Leadership & Management (ILM), Kineo (global workplace learning company), The Oxford Group (a global leadership development company) and Digitalme.

Whether it's a new type of learning technology or a new way to help people take their first step into their careers, everything we do is about connecting skills and jobs so people and organisations can progress. For further information about the City & Guilds Group please refer to our website <https://www.cityandguildsgroup.com/>

1.3 Our Qualifications & Apprenticeships

At City & Guilds, we work closely with employers to develop relevant qualifications that help learners gain the skills that employer's 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, apprenticeship and TechBac® please visit www.cityandguilds.com/qualifications-and-apprenticeships/qualifications-explained

1.4 Delivering our qualifications

We work closely with governments, businesses and education centres to provide dedicated support, qualification expertise, events and resources to enable centres to deliver and provide the best possible experience for their learners.

Centres must comply with the requirements set out in **Our Quality Assurance Requirements (OQAR)**, The **Centre Manual** and **ILM Customer Handbook**. Centres play a key role in ensuring the quality, delivery and integrity of our qualifications to ensure all certificates issued are valid. Our EQAs support centres with the delivery of our qualifications, whilst monitoring and upholding quality assurance in line with City & Guilds and regulatory requirements.

1.5 Products and Services

We are consistently updating and improving our services and systems to offer dedicated support and qualification expertise to all our customers. We set the standard for professional and technical skills across the world. We offer a variety of products and services which include Qualifications, assessments and accreditation, ELearning and learning technology, Leadership and management development and Global skills Development services . Please refer section 11.1 for further information on the comprehensive resources available.

1.6 UK Events

We offer a variety of events to support centres with delivering our qualifications, such as qualification briefings, CPD events and quality improvement events. External Quality Assurers are welcome to sign up for these events, if there are available spaces, which can help keep you updated with developments in your Industry area(s). (Remember to indicate events/activities you have attended in your CPD log). If you have any queries about the UK team events, please visit www.cityandguilds.com//events for further information.

1.7 Our Vision

Our vision is to enable people and organisations to develop their skills for personal and economic growth. We are committed to providing the most up-to-date, high-quality learning experience, delivering results to our customers and our learners.

1.8 Our Priorities

How you can help us meet our priorities? Outlined below are our Priorities and how you can help meet our priorities.

Priorities	Description
Ensure our product Industry is relevant	Keep up to date with your expert knowledge of our products and services, to support our customers
Relentlessly focus on quality	Put quality in to the heart of all you do, with robust quality assurance centre monitoring and support
Become more digital	Maintain a good working knowledge of the Walled Garden EQA quality portal and support centres with the roll-out. Remember to keep up to date with Learning Assistant and Smartsceen and any other new digital initiatives
Invest to add scale, accelerate growth and increase returns	Provide dedicated support to our customers and forward any market intelligence to the relevant people

2 ROLES AND RESPONSIBILITIES

EQAs will need to be familiar with the following roles, teams and their responsibilities.

2.1 Quality Assurance & Improvement Team

The Quality Assurance & Improvement Team are responsible for the recruitment, training and performance management of External Quality Assurers (EQAs), Moderators, Independent End Point Assessors and Assured Consultants.

2.2 External Quality Assurer Roles

The EQA structure is comprised of a number of different roles tailored to provide support, quality assurance monitoring and qualification specific advice.

External Quality Assurer roles	Description
External Quality Assurer (EQA)	<ul style="list-style-type: none"> Provides advice and support to centres on qualifications and quality assurance queries Conducts and documents qualification, advisory, systems activities and exam audits Supports centres with training and development Participates in best practice and standardisation activities to ensure support for continued improvement and consistent performance Keeps up to date with City & Guilds products, services and IT systems to enable excellent customer service

<p>Standardisation External Quality Assurer (SEQA)</p> <p>International Standardisation External Quality Assurer</p>	<ul style="list-style-type: none"> • Provides advice and guidance to EQAs, the Associate Manager, Product Development and the Quality Delivery teams • Monitors and supports an allocated team of EQAs to ensure a standardised and consistent approach to quality assurance • Supports the Technical EQAs to ensure a standardised and consistent delivery of technical qualification advice • Supports the development and delivery of EQAs Industry briefings, updates, training sessions and online resources • Supports the Quality Assurance & Improvement Team with the recruitment, selection and training of new EQAs • Produces a monthly SEQA report, reporting on trends and issues identified by EQAs, centres and sampling
<p>Technical External Quality Assurer (TEQA)</p>	<ul style="list-style-type: none"> • Provides technical qualification advice and guidance to Standardisation/ EQAs, Quality Assurance & Improvement Team and the Product Development • Supports the development of qualification content for Industry briefings, updates and training sessions, within your qualification remit. Present/facilitate at briefings as requested by the SEQA or Quality Assurance & Improvement team • Confirms occupational competencies and CPD of EQAs • Reports on qualification trends and issues identified by EQAs and centres to the relevant SEQA and Product Development
<p>Accreditation External Quality Assurer</p>	<p>Same responsibilities as the EQA, plus:</p> <p>Conducts and documents approval and renewal visits to accreditation centres</p>

Assured Consultant	<ul style="list-style-type: none"> • Conduct and document approval and renewal activities with assured centres, in line with the assured policy and benchmarking criteria • Provide advice and support to assured centres • Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance • Maintain a thorough knowledge of City & Guilds/ILM products, services and IT systems to enable excellent customer service
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2.3 Quality Delivery Teams

The Quality Delivery teams are responsible for EQA centre allocations, activities and the processing of activity reports, as well as providing advice and support to centres.

Quality Delivery team Roles	Description
Territory Quality Manager	Manages the Quality Team Manager and specialists within their Quality Delivery team
Quality Team Manager	Manages the Quality Process Coordinators and Quality Assurance Coordinators
Quality Assurance Coordinator	<p>Responsible for day to day management of risk within centres through:</p> <ul style="list-style-type: none"> • Making the final decision on qualification approval statuses within centres • Support and assist with complaints and instances of malpractice within their allocated centres • Provide advice and guidance on Quality Assurance issues and recommend appropriate actions in line with regulatory requirements. • Attending customer meetings where necessary

Quality Process Coordinator	<p>Responsible for day to day management of risk within centres through:</p> <ul style="list-style-type: none"> • Provides advice and support to centres across the Quality Delivery team • Processes EQA claims for centre activities • Allocating EQAs to centres • Processing any centre or qualification approvals • Dealing with queries relating to qualification provision within a centre
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2.4 Investigation & Compliance

The role of the Investigation and Compliance team is to protect the City & Guilds brand and the integrity of City & Guilds assessments through the investigation of potential malpractice.

Investigation & Compliance	Description
Investigation & Compliance team	<ul style="list-style-type: none"> • Manages cases of suspected centre malpractice and maladministration • Manages relationships with the regulators and other agencies with regard to issues of non-compliance • Provides advice, guidance, feedback and reporting to the business in relation to malpractice issues

2.5 Sales Team

The Sales team provide dedicated support to centres to promote and advertise new products and services available for our customers. Centres will have allocated Business Managers who have close relationships with their centres and Quality Delivery teams.

Sales Team roles	Description
Regional Business Manager	Manages a team of Business Managers and Sales Executives, and is responsible for sales targets within a defined territory
Business Manager	Manages sales and business development within a defined sales area.
Sales Executive	Supports Business Managers within a territory.

2.6 Industry & Product Design Team

The Industry & Product Design Team are responsible for the development and maintenance of qualifications in their industry areas(s). They will regularly provide the Associate Quality team and centres with qualification updates.

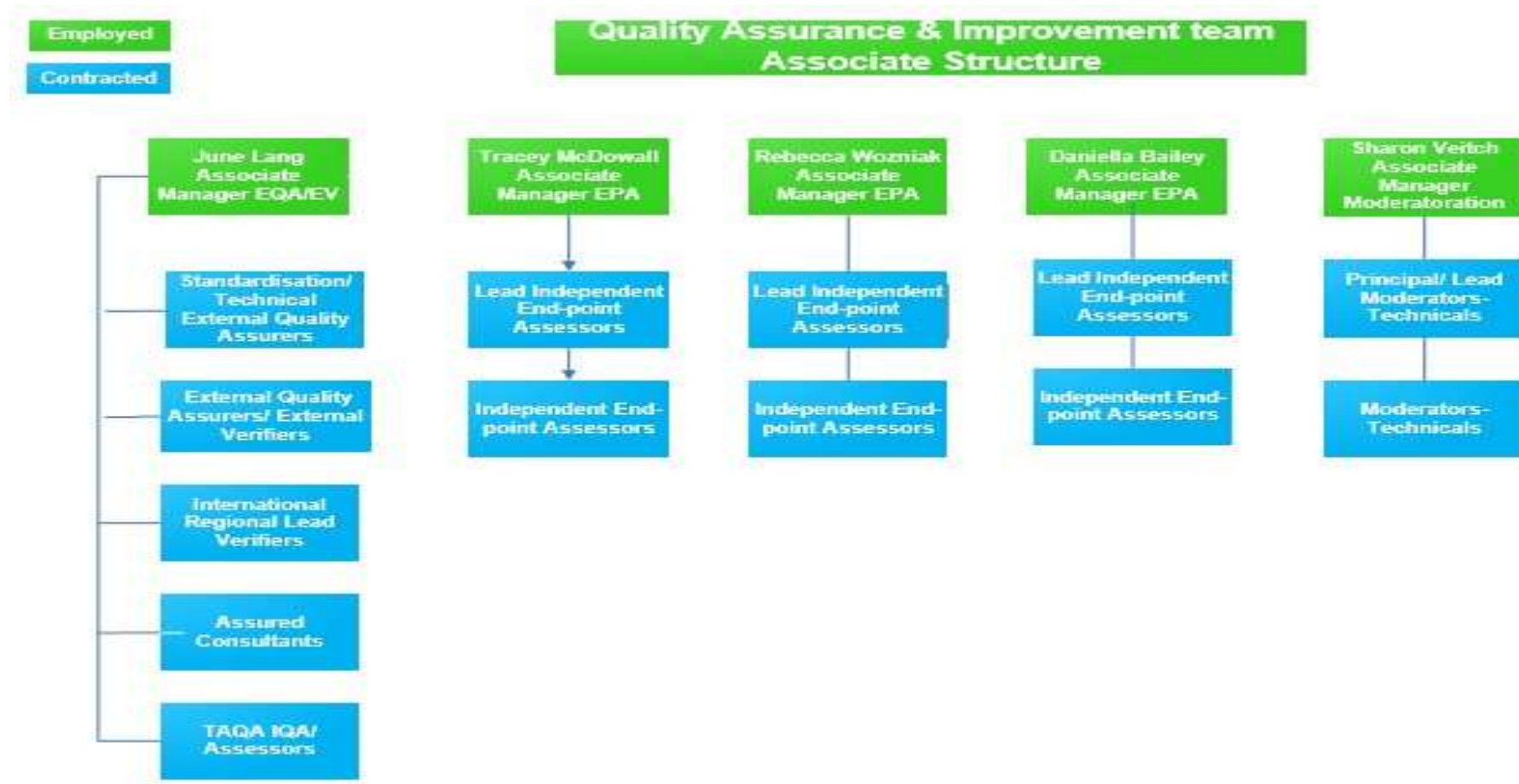
Roles	Description
Industry Manager	Industry Managers will identify and commission qualification packages and services in their priority industry area for City & Guilds UK and International Markets. They work closely with the SEQA/ TEQA to produce EQA Industry Updates and support with EQA Industry Briefings.
Category Manager	The Category Managers lead the business in the right direction for a specific category (For example, apprenticeships; 14-19 etc.) by understanding and interpreting education, policy and government changes relating to their category.
Technical Advisors	Grows and develops business within a specific portfolio area, while providing support for internal and external customers.

2.7 Associate Managers responsibilities

The Associate managers are a part of the Quality Assurance & Improvement Team, their responsibilities include; the management of EQAs, SEQAs, TEQAs, Moderators, Lead End Point Assessors and Independent End Point Assessors, monitoring quality assurance practises and standardisation of our Associate. The Associate Managers will check CPD and monitor events, meetings and updates. The areas the Associate Managers manage are listed as follows:

Associate Manager – Industry Areas		
June Lang	Sharon Veitch	Rebecca Wozniak Tracey McDowall Daniella Bailey
EQAs, SEQAs, TEQAs Accreditation EQAs, Assured Consultants TAQA assessors, TAQA IQAs	Principal Moderators Lead Moderators Moderators	Lead independent End-point Assessors Independent End-point Assessors

3 The Associate Management Structure



3.1 The External Quality Assurer role

EQAs monitor the quality of assessments delivered by our centres, to ensure our qualifications are delivered in line with our regulatory requirements, while providing our centres with guidance, support and current industry expertise. The role is both a challenging and rewarding experience. You will maintain effective working relationships with allocated centres and City & Guilds in order to plan and monitor quality assure activities and will deal with a variety of centre requirements.

3.2 The External Quality Assurer code of conduct

As highlighted in your contract please remember to provide us with up to date information in relation to the protection of children and vulnerable adults and to ensure there are no conflicts of interest. You will need to complete and submit a new form whenever there are changes to your situation. The following forms are all located in the EQA [Aspire](#) platform

- Code of Conduct form
- Safeguarding disclosure declaration form
- Conflict of Interest declaration form

The EQA task profile outlines your key responsibilities. It is important to respond to customer calls or emails within 2 working days. Please remember to wear your City & Guilds ID card on all centre visits.

Title	Description
Missed visits	If you are unable to carry out a centre visit/ remote please inform the Quality Delivery Team by email, providing a short explanation so that this can be noted on our internal systems.
Annual Leave	For holidays of 2 weeks or more please inform the Associate Quality Team. The Quality Delivery Teams will then be informed accordingly.
Sickness	If you are ill for 5 days or more please inform the Associate Quality team. The Quality Delivery Teams will then be informed accordingly

3.3 Continuing Professional Development (CPD)

It is essential for EQAs to remain current and up to date within the sectors/industry areas that you quality assure and ensure you regularly update your occupational competencies in line with the requirements in the relevant qualification/assessment documentation.

Please keep a record your CPD as you will need to submit this to your SEQA/ Associate Manager when requested. There is a CPD record and a completed exemplar you can use in the EQA [Aspire](#) platform.

3.4 Annual EQA contracts

The Associate Quality & Improvement team carry out an annual EQA performance review process to determine contracting for the following year. EQAs will be asked to complete a CPD as part of the annual contracting process. Annual EQA contracts run from 1 September to 31 August.

Please ensure you return your CPD log promptly. EQA contracts issued must be signed, dated and returned to masterdataservices@cityandguilds.com

3.5 New External Quality Assurers

The Associate Quality Delivery team will arrange an EQA Induction Day to support and train new EQAs on our systems, structure, policies and procedures and regulatory requirements. The TAQA centre will support EQAs to achieve their TAQA qualification and will be inducted and allocated an Assessor.

This chart explains the sequence of events from the induction of a new EQA through to ongoing support and monitoring:

Activity	EQA	Associate Manager	SEQA
EQA Induction	Attendance and participation required	Facilitates the EQA Induction Day	May assist Associate Quality Manager with induction
Allocation of SEQA		Informs EQA and SEQA of allocation	Arranges accompanied visit with EQA
Quality Delivery team allocate centres to EQA	Agrees centre visit, agreeing date with SEQA		SEQA agrees centre visit date with EQA and informs Associate Quality Manager
EQA first centre visit	Carries out and documents centre visit	Monitors SEQA sampling report	Accompanies EQA to provide advice and support. Completes SEQA sampling form.
TAQA registration and Induction	Attends Induction	Registers EQA for TAQA	
Ongoing support and monitoring	Monitors centre quality assurance, provides advice & guidance and keeps CPD up to date	Manages, supports and monitors allocated EQAs	Manages, supports and monitors allocated EQAs. Facilitates annual Industry briefings. Produces Industry Update

3.6 Resigning from the EQA role

If you wish to resign from the EQA role please inform the **Quality Assurance & Improvement Team** with details of your last contracted date. (Do not agree to carry out EQA activities after this date).

Your fees and expenses must be submitted promptly. You will be able to access the payslip site for 30 days after you notify City & Guilds of your resignation. It is recommended that, within those 30 days, you save electronic copies of any payslips you may require or print out copies if necessary. In order to make improvements we will ask resigning EQAs to complete a short feedback survey.

4 SUPPORT FOR EXTERNAL QUALITY ASSURERS

4.1 EQA Support

EQAs are managed and supported by the Quality Assurance & Improvement Team and assigned a SEQA to support and monitor you with standardisation activities. The SEQAs will contact you to agree and arrange the sampling of your work and will be on hand to help you with both qualification and generic quality assurance queries. Each Industry area has dedicated TEQAs to support you with any qualification queries you may have.

4.2 EQA Updates

EQAs are required to keep up to date with the qualifications they quality assure. To help support you with the relevant regulatory changes, Industry developments and new products and services, you will receive regular updates from the Quality Assurance & Improvement Team. These updates will come in the following forms:

Title	Description
EQA Quality Update	Contains news and updates from across the City & Guilds Group, in addition to guidance on quality assurance, policies and procedures. Emailed once a month.
EQA Industry Update	Inform you about qualification or industry changes/developments for the areas you quality assure. Emailed as and when needed.
EQA Special Update	On occasion we may need to inform you of changes to business requirements, issues or general information. Emailed as and when needed

Please take time to read and digest the updates as they contain vital information, in addition to hints and tips to help you in your role. We encourage all EQAs to sign up to the [email updates](#) so you don't miss out on the latest industry news and updates.

4.3 Industry Briefings

EQA Industry Briefings are arranged by the Quality Assurance & Improvement Team and take place throughout the year. The Industry Briefings are held for each Industry area and provide you with generic and qualification information and the opportunity to standardise EQA practice with other

EQAs in the areas that they quality assure. EQAs will receive presentations by the SEQA, Industry Managers and Associate Managers.

EQAs will be invited to attend the Industry Briefings for the areas they quality assure. So remember to look out for the invitation email, as you will need to register your attendance using the online bookings system.

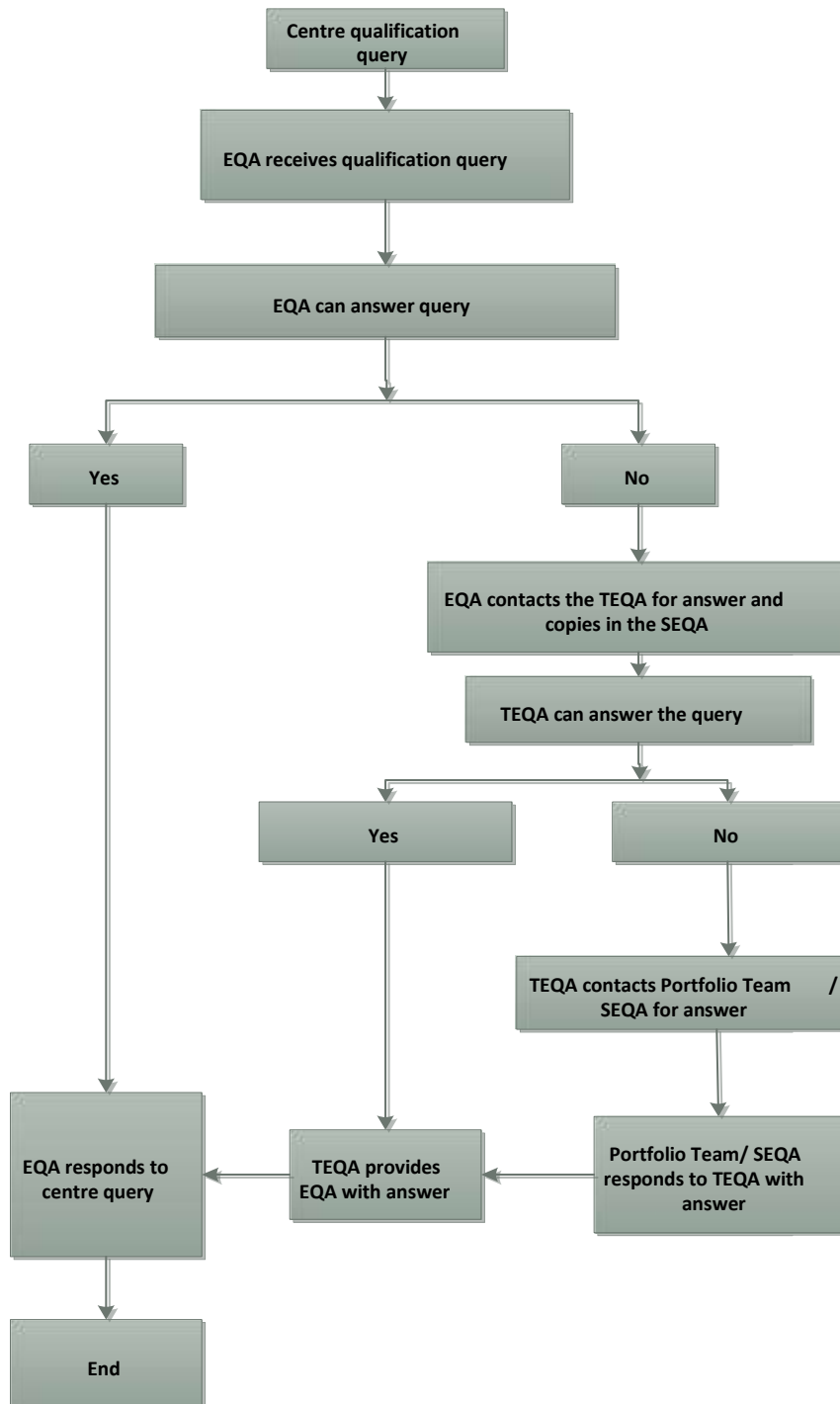
Please refer to Aspire for a reminder of the [EQA Industry Briefing dates](#). Attendance at these briefings are a contractual requirement. Please do try and re-arrange any prior commitments that may clash with these dates as it is imperative you don't miss out on information provided, together with the standardisation activities.

After each briefing documents provided on the day will be available to download from your Aspire portal

Additional briefings, webinars or updates may be delivered to support the launch of new products, services or qualifications so again keep an eye out for invites we may send to you.

4.4 Support with qualification queries from your allocated centres

The following process map explains the steps to follow should you receive a qualification query from a centre. It takes you through the various support channels available to you in your role. Please follow these communication channels to ensure an efficient and effective resolution to the centre enquiry.



4.5 Support with general queries

Please refer to the appendix for contact details and the website for details of [centre allocations for External Quality Assurers](#).

Who to contact	Query/problem
Quality Delivery Team	<ul style="list-style-type: none"> Centre allocations Centre details not showing in Walled Garden Technical issue with PA1/CAR/CAP/QAPV Problem submitting online forms Centre activities in portal Type of activity e.g. remote or visit Centre requests visit but no activity in portal Fees and expenses following centre activity Centre query Concerns about a centre/ centre staff Report possible centre/learner malpractice
Quality Assurance & Improvement Team	<ul style="list-style-type: none"> Requests to EQA additional qualifications Problems registering for briefing Unable to attend an Industry briefing Fees and expenses for attendance at Industry briefing To report a long absence- holiday/ illness To state your intention to resign
Standardisation External Quality Assurer	<ul style="list-style-type: none"> Generic quality assurance query
Technical External Quality Assurer	<ul style="list-style-type: none"> Qualification query
Business Manager	<ul style="list-style-type: none"> Centre would like a discount on registrations/ products or services
Master Data Services	<ul style="list-style-type: none"> Walled Garden password resets Conflict of Interest Forms Change of name
Email: closedqualification@cityandguilds.com	<ul style="list-style-type: none"> Expired qualification(s) where/how to appeal

Claims	Submit to:
Fees & Expenses - Incurred by EQA centre activities	Quality Delivery Teams eqaclaims@cityandguilds.com QualityILM@i-l-m.com Please refer to 'section 13' for EQA Fees and Expenses
Fees and Expenses when attending EQA Industry briefings or webinars	Associate Management associate.eqa@cityandguilds.com Please refer to 'section 13' for EQA Fees and Expenses

General Queries	Contact
EQA Allocations	Quality Delivery Teams Please refer to 'section 14 for Quality Delivery teams contact details

System Queries	Refer to:
EQA Walled Garden password reset	Master Data Services MasterDataServices@cityandguilds.com
EQA Walled Garden queries	EQA walled garden queries/support Please refer to the Walled Garden Quality Portal User Guide for step by step guidance
Corrupted forms including PA1/CAR/QAPV	The relevant Quality Delivery Team that set up the activity.

Guidance	Refer to:
EQA guidance, forms, exemplars and documents	The EQA Aspire Platform

5 QUALITY ASSURANCE

5.1 Our Quality Assurance model

Our Quality Assurance model is risk based and developed to ensure 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 and programmes for City & Guilds approved centres and learners.

Please refer centres to the [City & Guilds Centre Manual, ILM Customer Handbook](#) which contains information on our quality assurance model. It's important to refer to [Our Quality Assurance Requirements](#) alongside the Centre Manual as this encompasses the regulatory requirements that all approved centres must adhere to. When you carry out your quality assurance activities you will need to monitor centres in line with 'Our Quality Assurance Requirements'.



Step 1: The Quality Delivery team will review the information it has regarding the centre and the specific risks attached to each qualification

Step 2: The Quality Delivery team will schedule quality assurance activities will meet the specific centre monitoring and support requirements

Step 3: The quality assurance activities are then implemented and monitored to ensure that they are fit for purpose and providing appropriate support for the centre. Planned activities can be amended at any time to reflect the changing needs of the centre and/ or City & Guilds requirements

Please refer to the [Centre Manual/ ILM Customer Handbook and Associated Policies](#) for detailed information on our quality assurance model.

5.2 Quality Assurance activities

The centre's activity planner will consist of quality assurance activities selected to best monitor and support the needs of the centre. The Quality Delivery team will consider both centre and qualification risk and local knowledge of the centre to determine the most appropriate activities.

The activity planner is flexible and can be amended at any time, to take in to account changes such as an increase/ decrease in learner registrations and changes communicated via Centre Update forms, resulting in the need for an earlier activity.

Types of quality assurance activities:

All quality assurance activities are documented in the Centre Activity Report (CAR). There are different numbered CARs for each activity type.

Activity	Description
CAR 1 - Exam audit	Usually unannounced, to audit an examination in line with the Joint Council of Qualifications document <i>Instructions for the Conduct of Examinations</i> requirements, where applicable.
CAR 2 - Senior/ Professional Recognition and Monitoring activity	EQA monitoring activity for the professional Recognition Awards (PRA).
CAR 3 - External Quality Assurance sampling	EQA qualification sampling; Industry sampling, observation of assessment or quality assurance practice. (This may be a visit or carried out remotely).
CAR 4 - Systems visit	A visit to check the centre's generic quality assurance systems, policies, processes and procedures. This activity will always be carried out as a visit to the centre.
CAR 4 - Systems Advisory Activity	Advice and guidance on the centre's generic quality assurance systems, policies, processes and procedures.
CAR 5 - Qualification or Generic Advisory Activity	An activity to provide; <ul style="list-style-type: none"> • Advice on a qualification not previously offered • Specialist/ technical support or advice with a specific qualification/s • Tailored workshops/activities requested by the centre which may include sharing best practice, assessor and/or quality assurance training.

CAR 5- Standardisation of Assessment Practice	Standardisation activity either cross-centre or multiassessment sites to ensure consistency and standardisation across Assessors/ and Internal Quality Assurers.
CAR 6 - Unannounced activity	<p>An unannounced EQA or Quality Delivery team visit to monitor an approved centre.</p> <p>Usually requested as a result of a high risk centre, qualification or instances of suspected malpractice.</p>
Activity planner review	Review of the centre's activity planner, removing or adding activities to support their needs. Carried out by the Quality Coordinator.
CAP/ QAPV Centre Approval Visit	Visit to approve an organisation to become a City & Guilds centre. Centres quality assurance systems, policies, processes and procedures are reviewed.
QAPV Qualification Approval	This activity can be a remote or a visit to approve a centre to offer a qualification/s

6 EQA VISIT PLANNING

6.1 Introduction to EQA Visit Planning

EQAs must plan, agree and accurately document quality assurance activities within the required timescales. This section explain how to plan and arrange a centre visit. Please ensure the processes are followed.

6.2 EQA Activity Planning Documentation

The following documents are used when planning a centre activity:

Form name		Purpose
Confirmation of activity	CA1	Sent by the Quality Delivery team. Form to confirm the date of the visit/ remote activity with the centre and the qualifications to be sampled. It also asks the centre to complete the CA2 form (or submit the required information in their own format), online.
Centre tracking of assessment and quality assurance	CA2	Form completed by the centre (or the centre submits their own documentation) and submits online, to enable the EQA to select an appropriate sample based on CAMERA. The CA2 details;
		Learner name, Assessor, IQA, assessment location, last assessment date, centre enrolment date, reg/ cert date, reg number, planned completion date, last date sampled, and date completed. The EQA is responsible for ensuring the CA2 is submitted prior to the PA1 being sent

Planned activity	PA1 And Systems visit/systems advisory activity confirmation letter	Form used by the EQA to plan the centre visit/ remote. The PA1 details an agenda for the day, requested samples, planned observations, interviews and requested documentation An activity must not go ahead if a PA1 has not been completed. The PA1 allows the centre to fully prepare for the visit/ remote. For a systems visit or systems advisory activity a letter is completed by the EQA (available in the EQA Aspire platform) and emailed to the centre to confirm requirements for the activity. The letter is sent to the centre and Quality Delivery Team within 15 working days prior to the activity being carried out.
Centre activity report	CAR	Report the EQA completes to report on the quality assurance activity. This outlines the EQA's recommendation on qualification approval risk status.
Centre and/ or qualification approval	QAPV visit confirmation letter CAP/ QAPV	For a QAPv approval, including the Technicals, a letter is completed by the EQA (available in the EQA Aspire platform) and emailed to the centre to confirm requirements for the approval. The CAP/ QAPv is the report the EQA completes to document recommendations to approve the centre and/ or qualification/s, including any action/ improvement points

6.3 Agree and confirm the visit date

The Quality Delivery team will plan the type of activity and allocate the activity to the EQA. Once the activity is allocated, it will be visible via the EQA Walled Garden Quality Portal. EQAs will then need to:

- agree the date with the centre
- enter the actual visit date into the Walled Garden Quality portal once the visit is confirmed

We have developed email templates to help you agree the date with the centre, which are available in the appendix of this document. ***Please remember to log in regularly to check for planned activities!***

6.4 Plan the activity

The Quality Delivery Team will send the CA1 email to the centre and copy in the EQA. The centre will complete and submit the CA2, or their own equivalent documentation containing the same requested information, online. You are then ready to start planning your activity.

For Systems visits and approvals there are specific visit confirmation letters EQAs need to send to the centre; the [Annual Systems visit/systems advisory activity confirmation letter](#) and the [QAPV visit confirmation letter](#). Please refer to appendix for the documents used when planning an activity.

6.5 Visit Planning

The following table explains the various stages of visit planning. Please ensure you follow the steps outlined to ensure the visit is arranged successfully.

Quality Delivery Team	External Quality Assurer	Centre	Status
Step 1 Allocate activity to External Quality Assurer	Step 2 View new activity in the Walled Garden Quality Portal		In process with EQA
	Step 3 Agree activity date with Centre		
	Step 4 Enter activity date which indicates to the Quality Team to move the activity to the next stage		Visit Scheduled
Step 5 Send CA1 to Centre and EQA 30 working days prior to the activity		Step 6 Submit CA2 online 10 working days	CA1 sent to customer
	Step 7 Login to view the completed CA2 from the Centre		CA2 received
	Step 8 Create and submit PA1 online, allowing you to create the CAR 15 working days prior to the activity.		PA1 sent to customer
	Step 9 Submit CAR online within 2 working days		CAR report submitted
Step 10 Quality delivery Team processes CAR which the centre can then access online			CAR report processed

6.6 Selecting evidence to sample

When planning your quality assurance sampling visit or remote it is important to select an appropriate sample. You need to consider the following factors, to ensure assessment within the centre satisfies national standards and awarding organisation /regulatory requirements.

	Factors	Need to consider
C	Candidates	Gender, particular requirements and any other relevant feature of the learner population
A	Assessors	Experience and qualifications, workload, caseload, occupational experience, CPD. Evidence of countersigning Assessors working towards A1/A2/TAQA
M	Methods of assessment	Questioning, observation, testimony, professional discussion, RPL (Recognition of Prior Learning), use of simulation, product evidence, assignments, projects and tests
E	Evidence	Written confirmation that the evidence is valid, authentic, current and sufficient, problem areas, special requirements
R	Records	Reports from Assessors, correct assessment practices, internal quality assurance records, learner portfolios and files
A	Assessment locations	Workplace assessments, college and off the job training, other assessment locations

6.7 Complete the PA1

Once you have selected an appropriate sample based on CAMERA you need to complete the PA1 and submit it online, for the centre to view. This will enable both the EQA and the centre to fully prepare for the visit or remote activity.

PA1 documentation requirements for a sampling visit
PA1 submitted online for the centre 15 working days prior to the visit
PA1 covers CAMERA
PA1 includes an appropriate sample based on the number of learners and qualification risk
Observation of assessment/IQA activity is planned
PA1 included interviewing learners/ Assessors/ IQAs
PA1 agenda includes timings (start and end)
All sections of the PA1 are fully completed

PA1 documentation requirements for a remote activity	
PA1 submitted online for the centre 15 working days prior to the remote	
PA1 covers CAMERA	
PA1 includes an appropriate sample based on the number of learners and qualification risk	
PA1 includes details of all evidence the centre needs to send to the EQA, to include; learner evidence, assessment and IQA records, CPD records, CVs, minutes of meetings, records of standardisation activities. Details of third party contracts, Visual images of artefacts If sampling e-portfolios; log-in details and access to support during the remote sampling	
PA1 includes details of telephone interviewing of learners/ Assessors/ IQAs	
PA1 agenda includes timings for when the centre needs to submit evidence and timings for telephone feedback	
If a previous action plan was in place, this must be included in the comments	
All sections of the PA1 are fully completed	

6.8 Carry out and document the visit/remote activity

EQAs are required to carry out and document their centre visit/remote activity. We have developed CAR exemplars which are available via the EQA [Aspire](#) platform

- CAR 1 Exemplar Functional Skills
- CAR 3 Exemplar Sampling activity
- CAR 4 Exemplar Systems visit
- CAPV QAPV Exemplar
- CAR Action Improvement Plan
- QAPV Exemplar
- QAPV Exemplar TechBac®

The **EQA Quality Portal User Guide** will guide you through how to plan and document your quality assurance visit using the Walled Garden Quality portal system.

Your quality assurance activities must all be documented on the CAR.

Centre Activity Report (CAR) reporting requirements	
1.	Any change to the activity date or activity type is explained, with a valid reason provided
2.	Actions have been completed in line with the previous action plan and comments entered
3.	Learners sampled as per PA1

4.	Learner sample extended on day of visit as a result of findings, with justification documented
5.	Explanation provided for any learners not sampled as per PA1
6.	Qualifications sampled as per PA1
7.	Explanation provided for qualifications not sampled as per PA1
8.	Sampling includes CPD records and standardisation activities, with commentary provided
9.	Learner sampling includes a variety of assessment methods, as appropriate, with commentary under each learner
10.	Assessment and internal quality assurance was carried out after registration. Where registration is not a requirement commentary, an explanation has been documented
11.	Unusual or lengthy gaps between registration and certification have been identified, explored with explanations documented
12.	Sampling includes learner observations and interviews
13.	Sampling includes observation of IQA/ assessment activity
14.	The report clearly documents what was sampled
15.	Sampling includes checking records to document the roles and responsibilities of any partnership/third party arrangements and the quality assurance arrangements relating to this
16.	Sampling includes the IQA strategy, sampling plan and records, with commentary provided
17.	Where Assessor/IQA decisions are not agreed with, an explanation is documented
18.	Potential invalid certificates have been clearly identified and documented
19.	Commentary has been added to all yes/no sections of the CAR, to justify decisions
20.	For remote activities a telephone discussion has taken place to clarify any points relating to the evidence seen
21.	EQA language and terminology used is appropriate, with no acronyms or abbreviations
22.	EQA grammar and spelling is accurate
23.	Areas of both good and poor practice are identified and documented
24.	The action improvement plan for the centre is SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
25.	All action/improvement points have been correctly referenced to the post approval monitoring criteria in 'Our Quality Assurance Requirements' for City & Guilds qualifications
26.	All action/improvement plans must be monitored. You will need to go back in to the CAR and enter completion dates once action/ improvement points have been addressed
27.	All sections of the report are fully completed, with justification provided for any gaps

28.	The report is submitted within 2 working days of the activity
29.	Health, safety and welfare were taken into account when observing assessments
30.	Equality and diversity were taken in to account when externally quality assuring assessments

6.9 Evidence sampled during the visit/remote activity

All evidence sampled must satisfy the VACS rule;

VAS	Description
Valid	relevant to the standards for which competence is claimed
Authentic	produced by the learners
Current	evidence is produced within an appropriate timeframe
Sufficient	meets in full all the requirements of the standards

6.10 Carrying out a centre and qualification approval activity

CAPV/QAPV reporting requirements	
1.	Make sure that you have chosen evidence from all 5 sections identified in the QAPV, section 1.1, 1.2, 1.3, 1.4 & 1.5. various sources of evidence can be commented on (see drop-down boxes in each section)
2.	<p>Ensure that you include the following types of evidence in your sampling;</p> <p>Assessor/IQA:</p> <ul style="list-style-type: none"> - CVs - Roles - CPD records <p>• IQA</p> <ul style="list-style-type: none"> - Sampling strategy - Plan - Sampling reports <p>• Minutes meetings;</p> <ul style="list-style-type: none"> - Standardisation - Team meetings if held for another qualification <p>• Assessment documentation to be used</p> <p>• Schemes of Work/lesson plans [if applicable]</p>

	<ul style="list-style-type: none"> • Learner induction process • Physical resources; <ul style="list-style-type: none"> - Machinery - Equipment • Learner support to be available • Proposed delivery model for qualification
3.	Record your comments about the evidence sampled in the sections marked 'good practice' or 'areas for improvement'
4.	Your comments should reflect what evidence you have seen and how the centre uses the evidence to good effect.
5.	Where necessary clearly identify, against the specific evidence source, if the evidence seen does not meet requirements and why. These comments will contribute to the action plan at the end of the report.
6.	At the end of the approval activity tick the boxes at the top of the report to indicate if the centres meets all the requirements for Physical, staff resources, assessment, quality assurance and employer involvement [technical qualifications only]
7.	If the above requirements have not been met leave the box blank and complete the section marked 'Only complete this section if approval is not recommended'.
8.	Clearly document why approval has not been recommended.
9.	If approval is not recommended record a date when the application is be reviewed
10.	EQA language and terminology used is appropriate, with no acronyms or abbreviations
11.	EQA grammar and spelling is accurate
12.	The action/improvement points recorded for the centre are SMART and correctly referenced to 'Our Quality Assurance Requirements' for City & Guilds qualifications
13.	Remember that the QAPV cannot be edited like the CAR. Check form is correct before submitting it.
14.	The report is submitted within 2 working days of the activity

6.11 Systems visits CAR 4

Systems visits will also take place to ensure that centres' quality assurance systems, policies and procedures continue to meet approval criteria.

The systems visit involves checking the centre's quality systems;

- Management systems
- Resources
- Learner Support
- Assessment
- Quality Assurance
- Continuous Improvement

Systems Visit Planning

Agree and confirm the visit date

The Quality Delivery Team will plan the type of activity and allocate the activity to the EQA. Once the activity is allocated, it will be visible via the EQA Walled Garden Quality Portal. EQAs will then need to;

- agree the date with the centre
- enter the actual visit date into the Walled Garden Quality portal once the visit is confirmed Please remember to log in regularly to check for planned activities!

Plan the activity

For Systems visits there are specific visit confirmation letters EQAs need to send to the centre. The Annual Systems visit/systems advisory activity confirmation letter is located via the [Aspire](#) platform

6.12 Internal Quality Assurance (IQA) sampling during the visit/remote activity

Robust internal quality assurance is key to managing risk and ensuring that centre claims for learner certificates are valid and meet the requirements of the national standards. Therefore during your quality assurance activities it is important to ensure the centre has a clear IQA strategy in place, implemented with sampling plans to demonstrate CAMERA.

The centre must have;

- a strategy for IQA
- quality assurance systems that are 'fit for purpose' and monitor the quality of the learner journey
- sampling planned for and carried out throughout the learner journey and not just at the end of assessment; interim and summative sampling
- learning and training that is delivered according to models of 'best practice' and meets all requirements
- a system for recruiting and selecting assessors, in line with qualification/assessment requirements
- assessment practice that is in line with the relevant current National Occupational Standards (NOS) for assessment
- tutors and assessors who are regularly observed carrying out their roles
- team members (including assessors) who are supported, receive feedback on their practice and are provided with developmental opportunities
- record keeping that is maintained as required
- CPD being maintained by all members of the team
- effective communication with City & Guilds
- an appeals system that is accessible, transparent and understood
- standardisation activities that ensure consistency between assessors
- systems to promote continuous improvement

IQA interim and summative sampling

IQA sampling must include both interim and summative sampling;

Interim sampling

In order to enable the IQA to evaluate the quality of formative guidance given to learners it is vital that the IQA participates in the process at different stages in their work. This might include reviewing learner work early on in the programme before decisions have been made on any unit and sampling evidence when one or two of the units or requirements are completed. It will also include checking progress review reports given to learners by tutors and assessors.

Summative sampling

Summative sampling includes reviewing the quality of the learning completed and assessment judgements taken in their entirety. The IQA must be able to follow an audit trail which clearly demonstrates that tutors and assessors have covered all the requirements and have checked that all work presented meets the rules of evidence.

The IQA's sample must also cover the requirements of CAMERA.

7 EQA ACTION PLANNING

7.1 Introduction to Action Planning

It is essential that you document a SMART action plan in your CAR, where you have identified any action/improvement points in line with 'Our Quality Assurance Requirements'. This will provide the centre with clear guidance and timescales to address actions in order to meet City & Guilds and regulatory requirements.

7.2 Action planning

It's important to check any previous action plan has been met, during your visit/ remote activity. Don't forget to enter the previous Transaction number (8000*) in to the CAR and provide commentary if met. If the previous action plan has not been met your comments must reflect reasons and a new action set. You will need to consider increasing the risk level as a result of actions not being met.

Any action improvement plan for the centre must be SMART;

- Specific
- Measurable
- Achievable
- Realistic
- Time-bound

All action/ improvement points must be clearly referenced to 'Our Quality Assurance requirements'. You will need to monitor all action/ improvement points and go back in to the CAR and enter completion dates once addressed. Please refer to the appendix of the Walled Garden Quality Portal user guide for reference.

7.3 Appropriate level of risk

Any action points must be clearly referenced to 'Our Quality Assurance Requirements' for City & Guilds qualifications. The post- approval monitoring criteria and qualification approval status identifies the risk attached, where requirements have not been met.

Please refer to 'Our Quality Assurance Requirements' \ILM Centre Handbook during all centre visits and remote activities, as this explains the requirements for delivery, assessment and awarding of our qualifications.

Qualification Approval Risk Status	Outcome	Reasons
L-Low	The centre has the ability to register learners and claim for certificates at will. This is also known as Direct Claims status	Any issues identified, could be easily corrected without further consequence and do not have an adverse effect on the learner
M-Medium	The centre may register learners at will, but any claims for certification must be agreed by a City & Guilds EQA	Issues identified could potentially damage the integrity, credibility and validity of the qualification and/or be detrimental to the learner
H-High	The centre is unable to register or certificate learners	Issues identified could have a significant impact on the integrity, credibility and validity of the qualification or the effective operation of a centre as a whole, if corrective action is not taken quickly

7.4 EQA Feedback to the centre

Tips for feedback to the centre	
1.	Consider the different types of feedback you may use including; <ul style="list-style-type: none"> • verbal • written • developmental • directive
2.	Feedback must be <ul style="list-style-type: none"> • Clear and concise • Unambiguous • Factual, based on 'Our Quality Assurance Requirements' • Consistent
3.	Any action, improvement plans are clearly explained and understood
4.	Good practice is recognised and documented
5.	Poor practice is discussed, together with advice on how this must be addressed, in line with 'Our Quality Assurance requirements'

6.	Areas for improvement are discussed, together with advice on developmental areas and opportunities
7.	Explain to the centre you will be submitting the report to the Quality Delivery team. The Quality Delivery team may confirm your recommendations discussed at the visit and/or will contact you to raise queries.
8.	Inform the Quality Delivery team of any appeals or disputes, following your feedback to the centre

If you are recommending the removal of direct claim status please contact the relevant managing Quality Delivery team, to ensure the centre's claim status can be updated immediately.

7.5 Submitting your visit planning/ reporting documentation

Please refer to this planning documentation table, as a reminder of who is responsible for sending documentation to the centres, together with the required timescales;

Planning documentation reminder	Who is responsible for sending it
CA1	Quality Co-ordinator will trigger the CA1 email to the centre, 30 days prior to the actual visit date entered by the EQA
CA2	Centre completes the CA2 or attaches information in their own format and submits online
PA1	EQA completes and submits the PA1 online, 15 days prior to the activity , for the centre to view
Centre Activity Report (CAR) form	EQA must submit the CAR within two working days of the activity, online. The Quality Co-ordinator processes the report which can then be viewed by the centre online
CAP/ QAPV form	The EQA emails the approval confirmation letter to the centre. Quality Co-ordinator processes the CAP/ QAPV form for the centre to view online

Once you submit a completed CAR, the report can still be amended by you or the Quality Delivery Team. The Quality Delivery Team may ask you to review the report and enter additional information where further clarification is required.

Therefore please remember to follow the tips for completing the CAR, to ensure your report meets City & Guilds and regulatory requirements. As City & Guilds is regulated your CAR report must provide clarity of findings on the day of the visit/remote activity and these must be clearly documented to allow for a full audit trail and understanding for whoever views and processes the

report. The centre will not be able to view the report until the CAR has been fully processed by the Quality Delivery team.

Following your submission of the CAR you can close an action, in the CAR action/ improvement plan, at any time. Please refer to the Walled Garden Quality user guide for a reminder of how to do this.

8 REPORTING MALPRACTICE & PLAGIARISM

Please refer to the [Managing cases of suspected malpractice in examinations and assessments document](#) for detailed guidance on the procedures to follow in identifying and reporting malpractice. This document outlines the actions City & Guilds may take when allegations of malpractice are received.

8.1 Managing cases of suspected Malpractice

It is the EQAs responsibility to report malpractice.

If you discover or suspect potential malpractice in examinations or assessments when visiting centres, or when sampling learner evidence, you must **immediately** report your findings to the Quality Delivery team. The Quality Delivery team will liaise with Investigation & Compliance and a decision will be made as to how to proceed.

If it is a case of suspected malpractice, a report should be emailed separately from the activity report and should include:

- The centre name, number and the activity report number
- The full nature of the malpractice, particularly noting any urgent/high risk concerns the centre staff and/or learners involved
- Date(s) the malpractice occurred
- The qualification affected
- Your name

8.2 Learner Plagiarism

If you discover or suspect learner plagiarism when carrying out a monitoring activity you should discuss this with the centre and clearly record your findings on the activity report and agree an action point.

Declaration of authenticity

- If it **has not been signed** by the learner, the centre can be advised to deal with the matter themselves
- If it **has been signed** by the learner, the EQA will agree an action point with the centre to formally report the matter to us using the appropriate notification form and checklist found in *Managing cases of suspected malpractice in examinations and assessment*

Staff implication in plagiarism

- If it is suspected that the plagiarism is the result of centre or centre staff malpractice, this must be **immediately** reported to the Quality Delivery team who will liaise with Investigation & Compliance, a decision will be made as to how to proceed. A report may be required.

9 EQA WALLED GARDEN QUALITY PORTAL

9.1 The EQA Walled Garden Quality Portal

The Walled Garden Quality Portal is a secure administration system which provides a clear quality assurance audit trail between EQAs, the Quality Delivery teams and Centres. EQAs **must** refer to the **EQA Walled Garden Quality Portal user guide** for guidance on how to:

- view the list of qualifications in your Industry area
- view and amend your personal contact details
- view your allocated Centres with their contact details and approval status
- view your Centre submitted forms (CAP/QAP, CA2)
- see what activities (visits) the Quality Delivery team has allocated to you
- view, create, complete and submit all your activity and visit planning reports (CAPV, QAPV, CAR, PA1)
- view reports including details of learner registration/certification and archived QMS reports
- view and submit your expenses online

Please ensure you make full use of the EQA Walled Garden user guide as it explains the processes you will need to follow when creating and submitting reports, provides clear visual step by step guides and FAQs to help support you in your role.

9.2 My Qualifications

You can find a list of your allocated qualifications via your Walled Garden Quality Portal, please refer to the EQA Walled Garden user guide for information on how to view the list of qualifications you quality assure. If you would like to have additional qualifications added to your remit please complete the application to [EQA Additional Qualifications form](#).

Should you identify qualifications listed which you do not quality assure please inform the Associate Quality team immediately so we can have them removed.

9.3 Amend personal contact details

EQAs must provide a contact telephone number and one email address for correspondence with City & Guilds. (*Do not use company or college email accounts*). Please remember to update changes to your personal details in the Quality Portal via 'My Personal Data'. Change of name request must be sent directly to platformservices@cityandguilds.com. Please refer to the EQA Walled Garden Quality Portal user guide for information on how to amend your personal contact details.

9.4 Walled Garden Catalogue

The Walled Garden Catalogue provides access to qualification information and is constantly being updated. Use the 'Quick Search' box to enter a keyword, QAN or Product Code for quick and easy access to qualifications, units/assessments, Learner pathways and assessment passwords.

10 MONITORING EQA PERFORMANCE

10.1 Identifying and monitoring EQA performance

The main aspects of your performance as an EQA are:

- to possess occupational expertise sufficient to enable you to quality assure. You are responsible for keeping your own occupational knowledge up to date.
- to have an understanding of the qualification requirements to support the quality assurance of the qualifications in line with City & Guilds and regulatory requirements
- to have detailed knowledge of City & Guilds system, documentation and regulatory requirements, and knowledge of current best practice in assessment and quality assurance
- keeping up to date with City & Guilds products, services and IT systems to support customers

You need personal qualities which enable you to develop good working relationship with centres to support and advise the centres to improve the effectiveness and quality of the qualification delivery. You must continue to meet the above requirements and remain up to date with the latest developments, both within your occupational area and in relation to the qualifications.

City & Guilds will:

- monitor your performance and identify any development needs
- provide development activities for you to sustain and improve your quality assurance practice, and
- provide you with up-to-date information which is needed for your role

10.2 How is EQA performance determined?

A number of factors are taken in to account, when determining the performance of each EQA;

- your ability to meet City & Guilds requirements in relation to planning, carrying out documenting quality assurance activities:
 - Centre Activity Report (CAR) completion
 - Completion and Submission of PA1
 - Timeliness
 - Quality assurance and standardisation
 - feedback from territory offices and centres on your
 - Customer support
 - Ease of contact
 - Proactive attitude
 - Adaptability
 - maintaining your occupational expertise in relation to the qualifications you quality assure
- Risk is determined on an individual basis. This is based upon an EQA's ability to meet the criteria outlined above and is applied as below:

Low risk	Medium risk	High risk
<ul style="list-style-type: none"> ➤ Consistently meets City & Guilds and regulatory requirements ➤ Completes and submits reports within required timescales ➤ No performance issues ➤ Minimum support needed 	<ul style="list-style-type: none"> ➤ Inconsistent in meeting City & Guilds and regulatory requirements ➤ Some minor performance issues e.g. does not reference action points to OQAR ➤ Insufficient evidence to show consistent compliance ➤ CPD not up to date in line with qualification/assessment requirements ➤ Does not open EQA updates ➤ Some support required 	<ul style="list-style-type: none"> ➤ New to the EQA role ➤ Consistently does not meet City & Guilds and regulatory requirements ➤ Significant performance issues e.g. reports not submitted on time ➤ Action plans partially or not completed

Your Standardisation EQA will;

- monitor and sample your reports on a regular basis
- provide and agree with you SMART action and improvement points to help you to meet City & Guilds and regulatory requirements
- accompany you on centre visits, as appropriate
- check your CPD record on an annual basis
- provide feedback to City & Guilds on your performance
- contribute to the annual review process

Action and Improvement plans

EQAs who do not complete their action plans within the required timescales will move to a higher risk tariff. Persistent non completion of actions plans may affect contract renewal.

11 QUALIFICATIONS & ASSESSMENTS

11.1 Approval of New Qualifications

As new qualifications are developed, we need to ensure that the appropriate EQAs are assigned to these qualifications. The below table explains the process we will follow with the assigning of new qualifications to EQAs.

Process	Description
Automatic Approvals	EQAs may be automatically approved to quality assure the new qualification if there are no changes from the old qualification.
Fast Tracks	Where there are slight changes to the qualification centres will need to sign up to register for approval. EQAs may be transferred from the old to the new qualification.
Skill scans	The Industry & Product Design team identify a group of EQAs who may be able to quality assure the new qualification. The Quality Assurance & Improvement Team will request EQAs to complete a skill scan application form to check they have the occupational competencies to quality assure the new qualification(s).
Recruitment	The Quality Delivery team will consider the recruitment of new EQAs if there is a shortfall of current EQAs to cover new qualifications.

11.2 Adding additional qualifications to your remit

EQAs may consider adding additional qualifications to their existing remit. For this purpose please complete the **Application to EQA Additional Qualifications** form, clearly outlining your occupational competence and send this to associate.eqa@cityandguilds.com in addition you can also provide an up to date CPD.

If no longer wish to carry out quality assurance activities for a particular qualification, please inform the Quality Assurance & Improvement Team immediately so we can have the qualification removed. This will stop any activities being assigned to you by the Quality Delivery Teams and also stop you from receiving updates and invitations for qualifications you no longer cover.

11.3 TechBac® and Technicals

The City & Guilds TechBac® is a new curriculum that will provide learners with a professional pathway to their chosen career and the technical qualifications and skills they need to progress. TechBac® combines a technical qualification and an accredited project qualification, practical work experience and an online Skills Zone to deliver a dynamic and varied programme of study. EQAs will carry out the QAP activities only, this will then be followed by moderation. For more information visit the TechBac® website <http://techbac.com/>

11.4 New Apprenticeship Standards - Trailblazers

All City & Guilds apprenticeships will use the new apprenticeship standards and introduce an independent end assessment. The implementation plan for the apprenticeship reforms is well underway with more than 70 companies who have previously been involved in Apprenticeships having come together to be involved in the design of the new Apprenticeships. These groups are known as Trailblazers and City & Guilds is working closely with at least two thirds of the trailblazer groups, responding to individual needs for qualifications and helping to shape work roles and assessment plans.

For further information on the new Apprenticeship Standards and for a list of the sectors involved please refer to www.cityandguilds.com/what-we-offer/centres/apprenticeships/trailblazer

End-point assessment service

City & Guilds delivers end-point assessment (EPA) across a broad range of **apprenticeship standards**. EPA is the assessment process for the new apprenticeship standards in England, SASE frameworks continue as before.

Once a centre registers an apprentice for our EPA, they can access our EPA preparation tool with content personalised to them and to the standard. It gives apprentice targeted support in areas like presentation and interview skills, reflection and analysis and will build their confidence going into the assessment, **watch our short video** to learn more. And our first rate, fully trained end-point assessors can put apprentices at ease too.

11.5 City & Guilds Assured

Recognition of world-class training. Gain Assured status for your in-house training to set yourself apart from the competition.

Your existing training programmes become more valuable when recognised by global leaders in learning excellence and quality.

Assured is a joint service between City & Guilds and ILM which recognises excellence in your inhouse training programmes. It is a valuable business improvement tool, ensuring that you have the confidence and reassurance that your training meets best practice standards. Supported by Digitalme, Assured provides your learners with a co-branded digital credential, enabling you to track engagement and showcase your quality skills development externally via the web.

It adds value to any type of training no matter the content, format or length. We recognise both face-to-face and e-learning, assessed or non-assessed training - and training in local languages.

For further information on our Assured offer please refer to <https://www.cityandguilds.com/what-we-offer/centres/assured>

11.6 Award in External Quality Assurance (TAQA)

The External Quality Assurance units 'Awards and Certificate in the External Quality Assurance of the Assessment Processes and Practice' are the national standards for the external quality assurance of qualifications. These units are the required benchmark of competence for EQAs for all Awarding Organisations. New EQAs must have achieved or be working towards their TAQA qualifications in order to carry out centre visits.

12 EQA DOCUMENTS, RESOURCES & SUPPORT

12.1 Quality Assurance Documents

We aim to support you in every way we can, available are a list of our key EQA documents.

EQA Documents Resource & Support	
Document	Purpose
City & Guilds Centre Manual	<p>This document provides guidance for centres delivering our qualifications and covers quality assurance, centre and the qualification approval process, as well as delivery and assessment for approved centres.</p> <p>EQAs are to familiarise themselves with the City & Guilds Centre Manual</p>
Our Quality Assurance Requirements (OQAR)	<p>This document explains the requirements for the delivery, assessment and awarding of our qualifications.</p> <p>EQAs must reference during quality assurance activities using the post approval monitoring criteria and qualification approval risk status table in Our Quality Assurance Requirements.</p> <p>Our Quality Assurance Requirements encompasses the NVQ Code of Practice, QCF Regulatory Arrangements, SQA Awarding Body criteria and the OFQUAL General Conditions of Recognition.</p> <p>Our Quality Assurance Requirements</p>
Guidance on Internal Quality Assurance of Qualifications	<p>This document specifies City & Guilds requirement for the management and delivery of Internal Quality Assurance by centre staff.</p> <p>Guidance on Internal Quality Assurance of Qualifications</p>

ILM Customer Handbook	<p>This document provides guidance for centres delivering our qualifications and covers quality assurance, the centre and qualification approval process, as well as delivery and assessment for approved centres.</p> <p>EQAs are expected to familiarise themselves with the ILM Customer Handbook</p>
<p>*These documents are subject to revision and maintained electronically, please ensure you refer to the versions available on the City & Guilds website</p>	

Quality Assurance Activities – exemplars forms

Need help completing your documentation? The following documents will help you to prepare and are available on the EQA [Aspire](#) platform.

Document	Purpose
CAR 1 exemplar Functional skills	Please refer Quality Assurance Activities section 4.2. for information
CAR 3 exemplar Sampling Activity	Please refer Quality Assurance Activities section 4.2. for information
CAR 4 exemplar Systems Visit	Please refer Quality Assurance Activities section 4.2. for information
CAPV & QAPV exemplar	Please refer Quality Assurance Activities section 4.2. for information
CAR Action Improvement Plan	Please refer Quality Assurance Activities section 4.2. for information
QAPV exemplar	Please refer Quality Assurance Activities section 4.2. for information
<p>*Please refer to section 4.2 for information on how to carry out and document the visit/ remote activity.</p>	

Quality Assurance – template letters

The listed documents are available on the EQA [Aspire](#) platform

Document	Purpose
First visit/remote to centre – email template	Template letter used by EQAs to introduce oneself, agree sampling visit/ activity dates and request access to centres Learning Assistant accounts.
Visit/ Remote to centre	Template letter used by EQAs to agree sampling visit/ activity dates and request access to centres Learning Assistant accounts.
CA2 Centre tracking of assessment and quality assurance	<p>This form is provided to help the centre provide the information requested in 'section 4' of the CAR form.</p> <p>The CA2 form is essentially the second part of the CA1 which the centres complete.</p>
Annual Systems visit/ systems advisory activity confirmation letter	This template letter is used by EQAs to confirm a systems review/ advisory visit with a centre.
Systems Activity centre Overview spreadsheet	This spreadsheet is used by EQAs to log the overview of a centre.
*Please refer to section 3.3 for information on how to carry out and document the visit/ remote activity.	

Continuing Professional Development (CPD)

EQAs are responsible for keeping up to date with developments in their Industry area(s). These documents are available via the EQA [Aspire](#) platform

Document	Purpose
CPD Record log	You will need to indicate events/activities you have attended which are relevant to your EQA role and CPD development.
CPD exemplar	

*These documents are subject to revision and maintained electronically, please ensure you refer to the versions available on the City & Guilds website

Industry Briefings Toolkit *(For SEQAs only)*

Document	Purpose
SEQA Industry Briefing Toolkit	Guidance and support materials available for SEQAs when creating Industry Briefings or updates. (Documents are available for the SEQAs only). The toolkit is available in the EQA Aspire platform

*These documents are subject to revision and maintained electronically, please ensure you refer to the versions available on the City & Guilds website

12.2 Policies & Procedures Documents

The Policy & Procedure documents are made available on the City & Guilds website to support centres delivering our qualifications.

EQA Document Resources & Support

Document	Purpose
Assessment Malpractice	<p>This document outlines the procedures to follow in identifying and reporting malpractice.</p> <p>Please ensure you familiarise yourselves with the Managing cases of suspected malpractice in examinations and assessments document, so that you can advise centres on plagiarism or other suspected malpractice.</p>
Access to Assessments and Qualifications	<p>This document outlines how to apply for access arrangements for City & Guilds qualifications and assessments.</p> <p>Access arrangements are agreed before an assessment, this includes readers, scribes and extra time.</p> <p>Please ensure you familiarise yourselves with the Access to Assessments and Qualifications guidance documents.</p>

Assessments prior to registration	<p>This document outlines the policies regarding the recognition of a learners' previous achievements and/ or qualifications.</p> <p>Centres considering the use of such evidence must seek advice from their EQA.</p> <p>Please ensure you familiarise yourselves with Recognition of Prior Learning (RPL) Policy & Guidance document.</p>
Joint Council for Qualifications (JCQ) Instructions for conducting Examinations (ICE)	<p>Guidance on the code of conduct during examinations www.jcq.org.uk/exams-office/malpractice</p>
Alternative Locations & Subcontractors Policy	<p>Centres may use Alternative Locations and/or Subcontractors for the delivery and assessment of our qualifications.</p> <p>Please refer to the Alternative Locations & Subcontractors Policy for further information.</p>
Cross-border approval policy	<p>Where a centre seeks to operate across national borders, in order to deliver any aspect of a City & Guilds qualification, it must seek prior approval from City & Guilds.</p> <p>Please refer to the Cross-border approval policy for further information.</p>
Recognition of Prior Learning	<p>The Recognition of Prior Learning (RPL) document provides information the recognition of a learners' previous achievements and/or qualifications.</p>
<p>*These documents are subject to revision and maintained electronically, please ensure you refer to the versions available on the City & Guilds website</p>	

12.3 Legal Policy & Procedures

EQA Document Resources & Support	
Document	Purpose
Conflict of Interest	In accordance with your contractual terms and conditions EQAs are required to complete the Conflict of Interest declaration form if there are organisations you have had a current or recent relationship.
Safeguarding	In accordance with City & Guilds' legal obligations in relation to children and vulnerable adults, City & Guilds requires confirmation that there has been no change in the circumstances. If there is a change that requires disclosure please complete the Safeguarding Disclosure Declaration form
Anti-Bribery Policy	We have a zero tolerance approach to bribery and corruption. We prohibit anyone working for or on behalf of the City Group from offering, promising, giving, seeking or accepting any bribe. Please ensure you familiarise yourselves with the Anti-Bribery Policy and Procedure
Personal Indemnity Insurance	In accordance with your contractual terms and conditions EQAs shall maintain appropriate and adequate insurance to cover professional indemnity. City & Guilds do not provide guidance on what is considered to be the appropriate cover, as this is the EQAs decision on what they consider the risk to be.
ILM policies and documents can be found here .	
*These documents are subject to revision and maintained electronically, please ensure you refer to the versions available on the City & Guilds website	

12.4 Products and Services

EQA Walled Garden Quality Portal

EQAs can view their allocated centres/activities, view assigned qualifications and centre submitted forms, as well as change and amend personal contact details. The user guide is available in the EQA [Aspire](#) platform

Document	Purpose
EQA Walled Garden Quality Portal user guide	For further information on the general functionality of the Walled Garden Quality Portal System, please refer to the EQA Walled Garden Quality Portal user guide where you'll find step by step user guidance on the general functionality of the Quality Portal, visit planning and reporting.
EQA Walled Garden Quality Portal – recorded webinar	The recorded webinar talks you through the different functionalities of the Walled Garden Quality Portal System.
For further information on Walled Garden please refer to our City and guilds website	

Learning Assistant

Learning Assistant is an e-portfolio system designed to support the delivery of our vocational qualifications and enhance the quality of the learner experience. Learners, assessors and IQAs can connect and interact within a fully supported and collaborative virtual learning environment. Learners upload evidence to the system allowing those involved in the learning process to plan, give feedback, assess, verify and award the qualification. The user guide is available in the EQA [Aspire](#) Portal.

Document	Purpose
Learning Assistant EQA user guide	This document provides guidance on sampling portfolio evidence, CPD evidence and sampling summary.
Learning Assistant webinar	The recorded webinar talks you through the different functionalities of Learning assistant.

If a centre is using Learning Assistant EQAs will need to request that the centre gives you access prior to the visit/ remote activity. Please refer to 'Planning Activities template letters' for guidance on how to request this information.

For further information on Learning Assistant please refer to our City and guilds website www.cityandguilds.com/learning-assistant referring to the [Electronic Portfolio FAQs](#)

Smartscreen

Smartscreen is our comprehensive online resource portal for tutors, assessors and learners. Smartscreen is an intuitive platform designed to support the delivery of our qualifications and provides an ever expanding range of online eLearning courses, helping learners prepare for assessments, tutors design intuitive and blended learning methods. EQAs should have access to Smartscreen for all the occupational areas you quality assure.

To subscribe to Smartscreen email smartscreen@cityandguilds.com For further information on Smartscreen please refer to www.smartscreen.co.uk

12.5 Recognition of Achievements

External Quality Assurer of the month award

We often receive really positive feedback on your EQA performance from centres, Standardisation EQAs and staff across the City & Guilds Group. Therefore on a monthly basis the EQA of the month award is presented to recognise you for the great work that you do.

Medals for Excellence

City & Guilds Medals for Excellence recognises the achievements of individuals who have demonstrated exceptional talent and dedication to learning or teaching. Centres can nominate their learners during set times throughout the year.

For further information on Medals for Excellence please visit the City & Guilds website <http://www.cityandguilds.com/what-we-offer/learners/awards/medals-for-excellence>

Lion Awards

The prestigious City & Guilds Lion Awards ceremony celebrates the achievements of selected Medal for Excellence winners from across the UK.

For further information on the City & Guilds Lion Awards please refer to the City & Guilds website <http://www.cityandguilds.com/what-we-offer/learners/awards/medals-for-excellence/lionawards>

13 FEES AND EXPENSES

Fees (Fees are based on the type of activity)	
Activity	Fee
*Sampling visit/advisory	£210
*Systems visit	£210
Standardisation External Quality Assurer	£250
Technical External Quality Assurer	£220
Technical External Quality Assurer- Caribbean	£120
Attendance at briefings	£190
Participation in Industry update webinars	£50
*Remote monitoring	£105
*Half day sampling visit/ advisory (up to 4 hours)	£105
Exam Audit	£90
Exam Auditors training/standardisation/briefing day	£90
TAQA Assessor	£210
TAQA Internal Quality Assurer	£220
Accreditation EQA approval visit	£300
Accreditation EQA re-approval visit	£190
Accreditation EQA additional monitoring visit	£190
Accreditation EQA additional monitoring remote	£150

- *Two remote monitoring activities in one day- fees will be 2 x £105
- *Two ½ day visits to two different centres in the same day- fees will be 2 x £105
- *A combined systems visit and sampling activity to the same centre in one day- fees will be £210

Fees & Expenses cut-off dates

EQAs must submit their claims by the 17th of each month, payment will then be made on or around the 15th of the following month (as long as there are no discrepancies with your claim).

Fees and expenses must be claimed within 3 months of the activity or briefing. Claims submitted after this time will only be paid at the discretion of City & Guilds. Fees include travel and admin time - there are no extra claims for these.

Please email egaclaims@cityandguilds.com if you have any questions relating to the payment of your CAR or CAPV/QAPV activities and email associate.ega@cityandguilds.com for all other questions related to payment for Industry Briefing, SEQA/TEQA roles.

Please consult with the appropriate Quality Delivery Team or Quality Assurance & Improvement Team if you have any queries, before booking travel/ accommodation or making a claim.

Cancellation of centre visit or EQA Industry briefing

If there are instances where the centre visit/ briefing is cancelled within two working days of the due date, by either the centre or City & Guilds, 50% of the fee may be claimed. This may only be claimed where the Quality Delivery team or Quality Assurance & Improvement Team has authorised both the cancellation and the claim in advance.

Travel Expenses (All travel and accommodation must be booked by the EQA).

Receipts	All claims must be accompanied by itemised receipts (excludes mileage)
Mileage	<p>Mileage must be calculated from the EQAs address to the centre's/ briefing location address, as a round-trip, at the rate of 45p per mile</p> <ul style="list-style-type: none"> • Supplement for round-trip over 150 miles £ 2.00 • Supplement for round-trip over 250 miles £ 4.00 <p>This will need to be added as a separate line under 'category' when claiming expenses on the online Quality portal.</p>
Air/rail travel	Must be by economy/ standard class. Tickets must be booked in advance to ensure the most cost effective fares. EQAS are not authorised to book First Class travel tickets.
Car hire	Must be authorised by the appropriate Quality Delivery team
Taxis	For London based briefings EQAs must use public transport . Taxis must not be used in London without a valid reason and prior authorisation from Associate Quality Delivery team
Extensive travel	Please agree any additional travel costs with the appropriate teams.
EQAs must only submit claims for expenses that you have incurred and should not submit/claim expenses for other individuals.	

Accommodation (All travel and accommodation must be booked by the EQA).

Overnight accommodation	<p>Must be authorised by Quality Assurance & Improvement Team or the appropriate Quality Delivery Team. This may be agreed where the visit requires a departure before 06.30 (unauthorised claims for accommodation may not be paid).</p> <p>Claims for accommodation must not exceed £100 (outside London) or £160 (in London), inclusive of breakfast. You may choose to use more expensive alternatives, but may only claim the appropriate maximum rate</p>
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Staying with family & friends	£25 per night may be claimed if you are staying with family and friends. If this allowance is claimed, no further claims can be made for food or accommodation.
Evening meals	When an overnight stay is required, an evening meal may be claimed. (this must not include alcoholic drinks) you can claim up to £25 (in London) or £20 (outside London)

Subsistence and incidental expenses

Reasonable expenses	Snacks and drinks (non-alcoholic), telephone calls, photocopying and postage can be claimed; Per day/centre activity visit £8.00
Telephone log	For reimbursement, please complete the EQA telephone log and submit this with your claims. This includes calls to 0844 calls to Quality Direct. You will need to complete the Telephone log for reimbursement of calls. (<i>Calls to our 0844 numbers cost 5 pence per minute plus your telephone company's access charge</i>).
Printer ink cartridges, filing cabinets, shredders, stationery and other office equipment and PC peripherals and consumables are not reclaimable.	

13.1 EQA Online Expenses

The online expenses functionality enables EQAs to submit expenses online using the Walled Garden Quality Portal, for all **CAPV/ QAPV and CAR** activities.

Submit online expenses	<p>The EQA Online Expense user guide shows you step by step how to process your expenses online. You will find guidance on:</p> <ul style="list-style-type: none"> • submitting a claim • viewing outstanding claims • amending and re-submitting a claim • viewing processed claims <p>Please refer to the 'EQA Online Expenses user guide' for guidance on how to manage your expense claims.</p>
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Online Fee	Your activity fee is automatically populated when we process your CAR or CAPV/QAPV report.
Receipts	Itemised receipts must be sent to eqaclaims@cityandguilds.com attaching the EQA Expenses Receipt Form available in the EQA Aspire Platform
<p>EQAs are paid once CAPV/ QAPV and CAR activities are processed by the Quality Delivery team.</p> <p>EQAs who invoice City & Guilds are not required to use the EQA Online Expenses functionality for payment of CAPV/ QAPV and CAR activities and should continue to Invoice as normal.</p>	

Invoicing (only applies to EQAs set up as a limited company)

Invoicing City & Guilds	<p>Invoices must include; your full limited company name, reference number, activity number, centre number, six digit vendor number and details of your fee(s) & expenses.</p> <p>Invoices for CAR/QAPV/CAPV activities are to be emailed to: eqaclaims@cityandguilds.com</p> <p>EQA Industry briefings, SEQA/ TEQA activities and any other City & Guilds consultant roles will need to be sent to the appropriate team/s.</p> <p>Itemised receipts must be attached to the invoice.</p>
<p>EQAs who Invoice City & Guilds are not required to use the EQA Online Expenses functionality for payment of CAPV/ QAPV and CAR activities and should continue to Invoice as normal.</p>	

Industry Briefing and SEQA/TEAQ claims

EQA Industry Briefing claims	<p>For reimbursement of fees & expenses following your attendance at your EQA Industry briefing, please complete the DC1 form available in Aspire. The DC1 form needs to be emailed to Quality Assurance & Improvement Team including all itemised receipts for processing.</p> <p><i>Please note, EQA Industry Briefing claims cannot be submitted using the Quality Portal online functionality.</i></p>
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SEQA/TEQA claims	<p>SEQAs/TEQAs are to calculate their fees & expenses from the 1st of each calendar month. The DC1 form must be completed and emailed to the Quality Assurance & Improvement Team for processing.</p> <p><i>SEQA/TEQA claims cannot be submitted using the Quality Portal online functionality.</i></p>
EQAs who invoice City & Guilds should continue to invoice as normal and are not required to complete claim forms.	

13.2 Notification of payment

Receipt Settlement Notification (RSN)	<p>For EQA online expenses only.</p> <p>This document contains a detail of all fees that City & Guilds have paid using the EQA online expenses functionality. The Receipt Settlement Notification (RSN) will be emailed to you on or around the 2nd of every month. Please keep the RSN for your own records.</p> <p>Please note the Receipt Settlement Notification (RSN) document does not include expenses.</p>
Transaction Advice	Formerly known as the Remittance Advice. This document contains a detail of all fees & expenses paid (including those submitted online and those submitted on a claim form). The Transaction Advice will be emailed to you on or around the 7 th of every month.
ePayslips	<p>All EQAs are to use the esl ePayslip Portal user account to access your ePayslip. Your user ID and password is required to login to your ePayslip account. You will receive an email to your registered email address notifying you when your payslip is available to view.</p> <p>The ePayslips are printable in a format that will be widely accepted by the HM Revenue & Customs and mortgage lenders as proof of income.</p> <p>Esl ePayslip Portal user account login:</p> <p>https://www.payslip4u.co.uk/Employee/Login</p> <p>For further information on ePayslips please email 2seriesvendors@cityandguilds.com</p>

My Processed claims	EQA expenses processed by the Quality Delivery Teams for CAPV/ QAPV and CAR activities will be displayed under the heading 'My Processed Claims' in your Walled Garden Quality Portal. You will be able to see any approved/rejected claims.
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13.3 Issues with payment

Please check your Transaction Advice or ePayslip for confirmation of payment.

Centre Activities	Please email egaclaims@cityandguilds.com should you have any questions/concerns regarding payment.
Industry Briefing	Please email associate.ega@cityandguilds.com should you have any questions regarding payment
If you are asked to carry out work by another City & Guilds department please ensure you are informed of your fee in advance and who to address your claim too.	

HMRC

City & Guilds will process fee payments and report to HMRC under what was the old P524 return With the introduction of RTI returns, from April 2014, City & Guilds operate under;

- ESM4150
- ESM4152
- and operate PAYE under PAYE70245

HMRC has 3 Internal Manuals, [P524](#), [ESM4150](#) and [PAYE70245](#) which City & Guilds follows when processing fee payments.

When completing any HMRC Self-Assessment form, income received from City & Guilds needs to be presented in the 'additional information' section.

13.4 Change of Account Details

Please email egaclaims@cityandguilds.com & masterdataservices@cityandguilds.com with details of your new account information, including your full name, address and 6-digit vendor number.

14 APPENDIX

14.1 Useful Contacts

The [Centre allocations for External Quality Assurers](#) for information on the centres the Quality Delivery Teams manage.

Quality Delivery Teams		
Team	Address	Contact Details
Quality Team 1 Formally Northern	City & Guilds Unit 4 Firecrest Court Lakeland Drive Warrington Centre Park Warrington Cheshire WA1 1RG	Email: Qualityteam1@cityandguilds.com Tel: 03003035352
Quality Team 2 Formally Direct	City & Guilds 4 Red Hall Court Paragon Business Village Wakefield WF1 2UN	Email: Qualityteam2@cityandguity.com Tel: 03003035352
Quality Team 3 Formally Direct Also includes Assured	City & Guilds 4 Red Hall Court Paragon Business Village Wakefield WF1 2UN	Email: Qualityteam3@cityandguilds.com Tel: 03003035352
Quality Team 4 Formally Direct	City & Guilds 4 Red Hall Court Paragon Business Village Wakefield WF1 2UN	Email: Qualityteam4@cityandguilds.com Tel: 03003035352
Nations	City & Guilds U7 Cae Gwyrd Greenmeadow Springs Business Park Tongwynlais Cardiff CF15 7AB	Email: nations@cityandguilds.com Tel: 03003035352

	City & Guilds Community Learning Centre 400 Springfield Road Belfast BT12 7DU	
	City & Guilds Scotland 4th Floor 144 West George Street Glasgow G2 2HG	
ILM	ILM No1 Newlands Court, Attwood Rd, Burntwood, WS7 3GF	Email: QualityILM@i-l-m.com Tel: 03003035352
Landbased (NPTC)		Email: QAsupport@cityandguilds.com
Technicals & Moderation Support		Email: moderationsupport@cityandguilds.com Tel: 03003035352
Prisons & MoJ		Email: prisons@cityandguilds.com Tel: 03003035352
High Priority Qualifications		Email: highpriorityqualificationst@cityandguilds.com Tel: 03003035352

Quality Assurance & Improvement Team (EQA Contact)

Associate Managers	Contact Details
June Lang	Email: june.lang@cityandguilds.com Tel: 07766366572
Mailbox:	
Email: associate.ega@cityandguilds.com	

Other useful contacts

Department	Contact Details
EQA Claims	Email: egaclaims@cityandguilds.com
Finance	Email: 2seriesvendor@cityandguilds.com
Master Data Services	Email: masterdataservices@cityandguilds.com
Previously Platform Management	
Customer Services	Email: centre.support@cityandguilds.com Tel: 0844 543 0000
Switchboard	Tel: 0207 294 2468

14.2 Glossary

Abbreviations used in the EQA Manual

Title	Abbreviation	Description
Transaction number	8000 number	Transaction number is generated for each activity
Breakdown of Fees & Expenses	BFE	Provides additional information for claim forms submitted by, SEQA, TEQA, Moderators, Principal Moderator, TAQA Assessor and TAQA Internal Quality Assurer
External Quality Assurer	EQA	Provide quality assurance monitoring and qualification specific advice.
Technical External Quality Assurer	TEQA	Provides technical qualification advice and guidance and supports the development of qualification content for briefings, updates.
Standardisation External Quality Assurer	SEQA	Monitors and supports an allocated team of EQAs to ensure a standardised and consistent approach to quality assurance and provides advice and guidance.
Continuing Professional Development	CPD	EQAs are to keep a log of events/activities you have attended which are relevant to your EQA role and CPD development.
Recognition of Prior Learning	RPL	Recognition of Prior Learning (RPL) is an assessment process which makes use of evidence of a learner's previous noncertificated achievements to demonstrate competence or achievement within a unit or qualification.

Report & Application Abbreviations

Title	Abbreviation	Description
Centre Approval Application form	CAP	Centres use this form to apply for centre approval
Qualification Approval Application form	QAP	Centres use this form to apply for qualification approval
Centre Update form	CU	Centres use this form to inform the Quality Delivery teams of changes in their centre and to request changes to their records
Centre Activity Report	CAR	CAR Form to be used for the following activities: <ul style="list-style-type: none"> • Systems Visits • EQA Sampling - remote and visit • Exam Audits • Standardisation Activities • Qualification Advisory Activities • Unannounced Activities
Centre Approval Report	CAPV	Used by EQAs to make recommendations on a Centre approval application (CAP)
Qualification Approval Verifier Report	QAPV	Used by EQAs to make recommendations on a Qualification Approval application (CAP)
Confirmation of EQA Activity	CA1	Confirmation of date for EQA Sampling Activity.
	CA2	Completed by Centre with requested sampling details
Plan of Consultant Activity	PA1	Confirmation of plan for sampling Activity

14.3 Role Profiles

Task profile

Consultant type: External Quality Assurer

Monitored by: Standardisation External Quality Assurer

Managed by: Associate Manager

Contracted Days: As per supply of services

Task purpose

- Conduct and document qualification, advisory, system and exam audit activities with centres, in line with City & Guilds and regulatory arrangements
- Provide advice and support to centres
- Support the training and development of new and existing centres in line with City & Guilds policies and procedures
- Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance
- Maintain a thorough knowledge of City & Guilds products, services and IT systems to enable excellent customer service

Key Contracted Responsibilities

1. Quality assurance sampling/systems, advisory activities

To conduct and document qualification, advisory, system and exam audit activities with centres when requested by the Quality Delivery Team

Measures:

- Carry out and document quality assurance activities in line with City & Guilds and regulatory arrangements
- Carry out and document standardisation of assessment practice activities
- Carry out and document additional activities
- Carry out and document system visits in line with City & Guilds and regulatory arrangements
- Carry out and document qualification/ generic/ systems advisory activities
- Carry out and document exam audit visits in line with City & Guilds and regulatory arrangements, when requested by the territory office;
 - arrive at the centre at least 45 minutes prior to the exam
 - stay at the centre for the duration of the exam
 - Maintain a thorough knowledge of the regulatory requirements for conducting examinations *JCQ Instructions for Conducting Examinations*
- Record SMART action plans
- Respond to and document risk, in line with City & Guilds and regulatory arrangements
- Effectively communicate details of centres, activities and local knowledge to the Quality Delivery Team and Standardisation External Quality Assurers

- Submit all reports within 2 working days of the activity

2. Customer advice and support

Provide advice and support to centres as requested by the Quality Delivery Team

Measures:

- Provide advice on qualifications to new and existing centres
- Provide centre support and guidance on the development and maintenance of quality assurance systems, policies and procedures, including risk in line with City & Guilds and regulatory arrangements, when requested
- Provide advice to the Quality Delivery Team on qualification specific queries, when requested
- Provide advice to the Quality Delivery Team on centre quality assurance system queries, including risk, systems, policies and procedures, when requested
- Report any malpractice issues to City & Guilds as soon as possible
- Respond to 'phone calls and emails within 2 working days

3. Training and development

Support the training and development of new and existing centres in line with City & Guilds policies and procedures

Measures:

- Support centres with implementation of the quality assurance model, as requested by the Quality Delivery Team
- Keep up to date with any changes to the quality assurance model, through updates and refresher training

4. Standardisation

To participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance

Measures:

- Ensure all quality assurance and risk management activities are consistently carried out in line with TAQA or equivalent requirements
- Work towards TAQA or equivalent requirements, where not already achieved. You are required to complete your TAQA induction within 6 months of being contracted and must complete TAQA within one year of registration
- Attend and participate in best practice and standardisation activities
- Maintain and document personal CPD record, in line with the qualification handbook and assessment requirements
- Attend and participate in all External Quality Assurer briefings and training activities in areas you quality assure
- Ensure any personal action plans are achieved, within timescales, to required standards

5. Business awareness

Maintain a thorough knowledge of City & Guilds products, services and IT systems to enable excellent customer service

Measures:

- Read and digest portfolio and External Quality Assurer updates
- Keep up to date via websites and email correspondence
- Forward market intelligence and competitor information to the Quality Delivery Team and Standardisation External Quality Assurer
- Recommend additional qualifications, activities, products and services to centres, as appropriate

Additional responsibilities for External Quality Assurers involved in qualifications using centre devised assignments

- Ensure the qualifications and experience of assessment writers in centres meet requirements by checking staff have experience of writing assignments, using grading descriptors and/or have the appropriate TAQA qualifications/units that apply to assessing vocationally related qualifications
 - Review and approve centre-devised assignments prior to delivery to ensure that they are relevant, meet the guidance as specified in the individual units and are at the correct level
 - Ensure that the Internal Quality Assurance (IQA) Coordinator supports the assessment development process and the assignment writer to ensure assignments are fit for purpose and appropriately reflect national standards
 - Provide clarification and support to the IQA regarding any issues/queries during the assessment development process
 - Authorise the IQA to be the sole sign off for the specified range of qualification areas after scrutiny of an initial sample of assignments (using the appropriate form)
 - Maintain a thorough knowledge of City & Guilds centre devised guidance and forms.
-

Task profile

Consultant type: Technical External Quality Assurer

Managed by: Associate Manager

Contracted Days: As per supply of services

Task purpose

- Provide technical qualification advice and guidance to Standardisation/ External Quality Assurers, the Associate Quality team, Product Development and territory offices
- Support the development of qualification content for inclusion in briefings, updates and training sessions, within your qualification remit. Present/ facilitate at briefings as requested by the Standardisation External Quality Assurer or the Associate Quality team
- Confirm occupational competencies and CPD of External Quality Assurers
- Report on qualification trends and issues identified by External Quality Assurers and centres to the relevant Standardisation External Quality Assurers and Product Development

The Technical External Quality Assurer must be a qualified, active External Quality Assurer (D35/V2/EQA TAQA)

Key Contracted Responsibilities

1. Technical qualification advice and guidance

Provide technical advice and guidance to External Quality Assurers, the Associate Quality team, Product Development and the Quality Delivery teams.

Measures:

- Provide technical qualification specific advice
- Respond to phone calls and emails within 2 working days

2. Qualification content

Support the development of qualification content for inclusion in briefings, updates and training sessions. Present/ facilitate at briefings as requested

Measures:

- Support the development of qualification content, in conjunction with your Standardisation External Quality Assurer and Industry Manager, for briefings, updates and training sessions
- Present/ facilitate at briefings as requested

3. Occupational competencies and CPD

Confirm occupational competencies and CPD of External Quality Assurers

Measures:

- Carry out and document the vetting of new applicants and applications to EQA additional qualifications, as requested by the Associate Quality team
- Produce a skills scans application form template with the Industry Manager as requested

- Vett completed skills scans application forms and confirm outcomes with the Associate Quality team as requested
- Confirm occupational competencies and CPD of External Quality Assurers

4. Qualification trends and issues

Report on qualification trends and issues identified by External Quality Assurers and centres to the relevant Standardisation External Quality Assurer

Measures:

Communicate to Standardisation External Quality Assurer intelligence on:

- Qualification specific information
- Centre requirements, quality assurance trends, training, issues and local knowledge
- Marketing data, business opportunities and/ or threats, competitor activity
- Risk notification

NB: This role does not include;

- Product Development activities, such as qualification development, representation at Sector Skills Council meetings, advice to Sector Skill Councils, mapping qualification work, handbook development, assignments, exemptions advice given to Ofqual and attendance at Product team meetings. Fees and expenses for these activities must be agreed in advance with the relevant Industry Manager.
- Direct contact with centres, to respond to queries. Centre support is provided by the External Quality Assurers
- Network events
- Medals for Excellence support
- Photocopying of briefing materials
- Posting hard copies of assessment materials

Please note:

Technical External Quality Assurers must not give City & Guilds centres their contact details to offer advice directly. Centres must be directed to the appropriate channels for advice i.e. the External Quality Assurer or Territory Office.

If you are attending a briefing and not presenting please submit your usual External Quality Assurance Consultant claim (do not claim as a Technical External Quality Assurance Consultant). If you are facilitating part of the briefing please claim for the hour/s spent on developing the content and facilitation on the day.

Task profile

Consultant type: Standardisation External Quality Assurer

Managed by: Associate Manager

Contracted days: Dependent on number of External Quality Assurers in qualification area

Task purpose

- Monitor and support an allocated team of External Quality Assurers to ensure a standardised and consistent approach to quality assurance
- Support the development and delivery of External Quality Assurer briefings, updates, training sessions and online resources
- Support The Associate Quality Delivery team with the recruitment, selection and training of new External Quality Assurers
- Produce monthly Standardisation External Quality Assurer reports, reporting on trends and issues identified by External Quality Assurers, centres and sampling
- Support the Technical External Quality Assurers, to ensure a standardised and consistent delivery of technical qualification advice
- Provide advice and guidance to External Quality Assurers, Associate Managers, Product Development and territory offices

The Standardisation External Quality Assurer must be a qualified, active External Quality Assurer (D35/V2/EQA TAQA).

Key Contracted Responsibilities

1. Standardisation and consistency of the External Quality Assurers

Monitor and support an allocated team of External Quality Assurers, to ensure a standardised and consistent approach to quality assurance

Measures:

- Monitor and support a team of External Quality Assurers in line with their task profiles and TAQA
- Standardise External Quality Assurer practice, to ensure that quality assurance practices, policies and procedures are adhered to in line with City & Guilds regulatory arrangements
- Accompany External Quality Assurers on quality assurance visits when requested by City & Guilds, to provide additional advice and guidance
- Provide support to the Quality Delivery team on quality assurance and External Quality Assurer queries, as requested
- Contribute to the annual External Quality Assurer performance review process
- Monitor and document External Quality Assurers' risk, in line with City & Guilds policies and procedures
- Implement and monitor SMART action planning

2. Development and delivery of briefings, updates and training

Support the development and the delivery of External Quality Assurers briefings, updates, training sessions and sampling/ advisory activities

Measures:

- Develop content for External Quality Assurer briefings, updates and training, liaising with the relevant Industry Manager and the Associate Quality Delivery team
- Present/ facilitate at External Quality Assurer briefings
- Develop online training materials

3. Recruitment, selection and training

Support The Associate Quality Delivery team with the recruitment, selection and training of new External Quality Assurers. Support the Associate Quality Delivery team with the External Quality Assurer annual performance review process.

Measures:

- Support the Associate Quality Delivery team with the recruitment, selection and training of new External Quality Assurers
- Mentor and support External Quality Assurers during accompanied visits as requested, across territories
- Mentor and support candidates working towards TAQA with;
 - accompanied visits
 - provide feedback on External Quality Assurer reporting
- Support the Associate Quality Delivery team with the External Quality Assurer annual performance review process
- Produce a skills scans application form template with the Portfolio Manager as requested
- Vett completed skills scan application forms and confirm outcomes with The Associate Quality Delivery team as requested

4. Trends and issues

Produce monthly Standardisation External Quality Assurer reports for the Associate Quality Delivery team, reporting on trends and issues identified by External Quality Assurers, centres and sampling

Measures:

Coordinate intelligence from External Quality Assurers and Technical External Quality Assurers to report on:

- External Quality Assurer performance, including best practice
- Qualification specific information
- Centre requirements, quality assurance trends, training, issues and local knowledge
- Marketing data, business opportunities and/ or threats, competitor activity
- Risk notification

5. Support the Technical External Assurers

Support the activities of the Technical External Quality Assurers to ensure a standardised and consistent delivery of qualification advice

Measures:

- Support the Technical External Quality Assurers to ensure consistent advice and guidance is provided for qualifications

- Confirm occupational competencies and CPD of External Quality Assurers

6. Technical advice

Provide technical, qualification advice and guidance to External Quality Assurers, the Associate Quality Delivery team, Product Development and the Quality Delivery team

Measures:

- Provide technical, qualification specific advice
- Respond to phone calls and emails within 2 working days

NB: This role does not include;

- Product Development activities, such as qualification development, representation at Sector Skills Council meetings, advice to Sector Skill Councils, mapping qualification work, handbook development, assignments, exemptions advice given to Ofqual and attendance at Product team meetings. Fees and expenses for these activities must be agreed in advance with the relevant Industry Manager.
- Direct contact with centres, in response to queries. Centre support is provided by the External Quality Assurers
- Network events
- Medals for Excellence support
- Photocopying of briefing materials
- Posting hard copies of assessment materials

Please note:

Standardisation External Quality Assurers must not give City & Guilds centres their contact details to offer advice directly. Centres must be directed to the appropriate channels for advice i.e. the External Quality Assurer or the Quality Delivery team

Task profile

Consultant type: Assured Consultant

Monitored by: Standardisation Assured Consultant

Managed by: Associate Manager

Contracted Days: As per supply of services

Task purpose

- Conduct and document approval and renewal activities with assured centres, in line with the assured policy and benchmarking criteria
- Provide advice and support to assured centres
- Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance
- Maintain a thorough knowledge of City & Guilds/ILM products, services and IT systems to enable excellent customer service

Key Contracted Responsibilities**1. Quality assurance sampling/systems, advisory activities**

To conduct and document approval and renewal activities with assured centres, when requested by the Quality Delivery Team

Measures:

- Carry out and document approval activities in line with the benchmarking criteria
- Carry out and document renewal activities in line with the benchmarking criteria
- Record SMART action plans
- Respond to risk in line with the assured policy and criteria
- Effectively communicate details of the approval and renewal activity outcomes to the Quality Delivery Team
- Submit all reports within 2 working days of the activity

2. Customer advice and support

Provide advice and support to assured centres as requested by the Quality Delivery Team

Measures:

- Provide centre support and guidance on the development and maintenance of quality assurance systems, policies and procedures for assured programmes
- Provide advice to the Quality Delivery Team on assured centre quality assurance system queries, including risk, systems, assured policies and procedures, when requested
- Report any potential malpractice issues to City & Guilds as soon as possible
- Respond to 'phone calls and emails within 2 working days

3. Standardisation

Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance

Measures:

- Ensure all approval and renewal activities to assured centres are consistently carried out in line with the assured policy, approval and renewal benchmarking criteria
- Keep up to date with any changes to the assured policy and procedures, through updates and refresher training
- Attend and participate in best practice and standardisation activities
- Maintain and document personal CPD, in line with assured requirements
- Attend and participate in all Assured Consultant briefings and standardisation activities
- Ensure any personal action plans are addressed, within timescales, to required standards

4. Business awareness

Maintain a thorough knowledge of City & Guilds/ILM products, services and IT systems to enable excellent customer service

Measures:

- Read and digest any Assured Consultant updates
 - Keep up to date via websites and email correspondence
 - Forward market intelligence and competitor information to the Quality Delivery Team and Standardisation External Quality Assurer
 - Recommend additional activities and services to assured centres, as appropriate
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Task profile

Consultant type: Exam Auditor

Monitored by: Standardisation External Quality Assurer

Managed by: Associate Manager

Contracted Days: As per supply of services

Task purpose

- To conduct and document exam audit activities with centres

Key Contracted Responsibilities

To conduct and document exam audit activities to centres when requested by the Quality Delivery Team

Measures:

- Carry out and document exam audit visits in line with City & Guilds and regulatory arrangements, when requested by the Quality Delivery Team
 - Maintain a thorough knowledge of the regulatory requirements for conducting examinations *JCQ Instructions for Conducting Examinations*
 - Maintain a thorough knowledge of the City & Guilds reporting and IT systems
 - Arrive at the centre at least 45 minutes prior to the exam
 - Stay at the centre for the duration of the exam
 - Identify risk in line with regulatory arrangements and ensure that appropriate action is taken
 - Develop SMART action plans
 - Any malpractice issues must be reported to City & Guilds as soon as possible
 - Effectively communicate details of centres, activities and local knowledge to the Quality Delivery Team offices
 - Submit all reports within 2 working days
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Task profile

Consultant type: TAQA Assessor

Monitored by: TAQA Internal Quality Assurer

Managed by: TAQA Centre Contact

Contracted Days: As per supply of services

Task purpose

- To conduct and document the assessment of the TAQA qualification to a required standard and within set timescales

Key Contracted Responsibilities

To conduct and document TAQA assessments for candidates

Measures:

- Provide support and guidance to the TAQA candidates
 - Plan the assessment process with the TAQA candidates
 - Carry out and record assessment decisions in line with centre requirements
 - Maintain accurate assessment records
 - Update relevant documents and reports accurately
 - Attend meetings when requested for standardisation and training purposes
 - Develop SMART action plans
 - Effectively communicate details of candidate progress to the Internal Quality Assurer, submitting monthly reports by the 25th of each month
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Task profile

Consultant type: TAQA Internal Quality Assurer

Managed by: TAQA Centre Contact

Contracted Days: As per supply of services

Task purpose

- Implement Quality Assurance policies and procedures for the delivery and assessment of the TAQA qualifications

Key Contracted Responsibilities

To ensure Quality Assurance activities are carried out in line with City & Guilds and regulatory requirements

Measures:

- Provide support and guidance to the assessment team
 - Ensure that the Quality Assurance strategy is fully implemented across the assessment team
 - Compile and maintain a sampling plan in line with CAMERA
 - Carry out Internal Quality Assurance sampling of assessment decisions
 - Identify any development needs and notify the Centre Contact
 - Share 'best practice' across the TAQA team
 - Develop SMART action plans
 - Maintain accurate records for inspection purposes
 - Help to organise and participate in External Quality Assurer visits when requested
 - Submit all reports within 2 working days
 - Attendance at meetings and standardisation activities as required
 - Support the development of the External Quality Assurer toolkit as requested
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