T Level Technical Qualifications
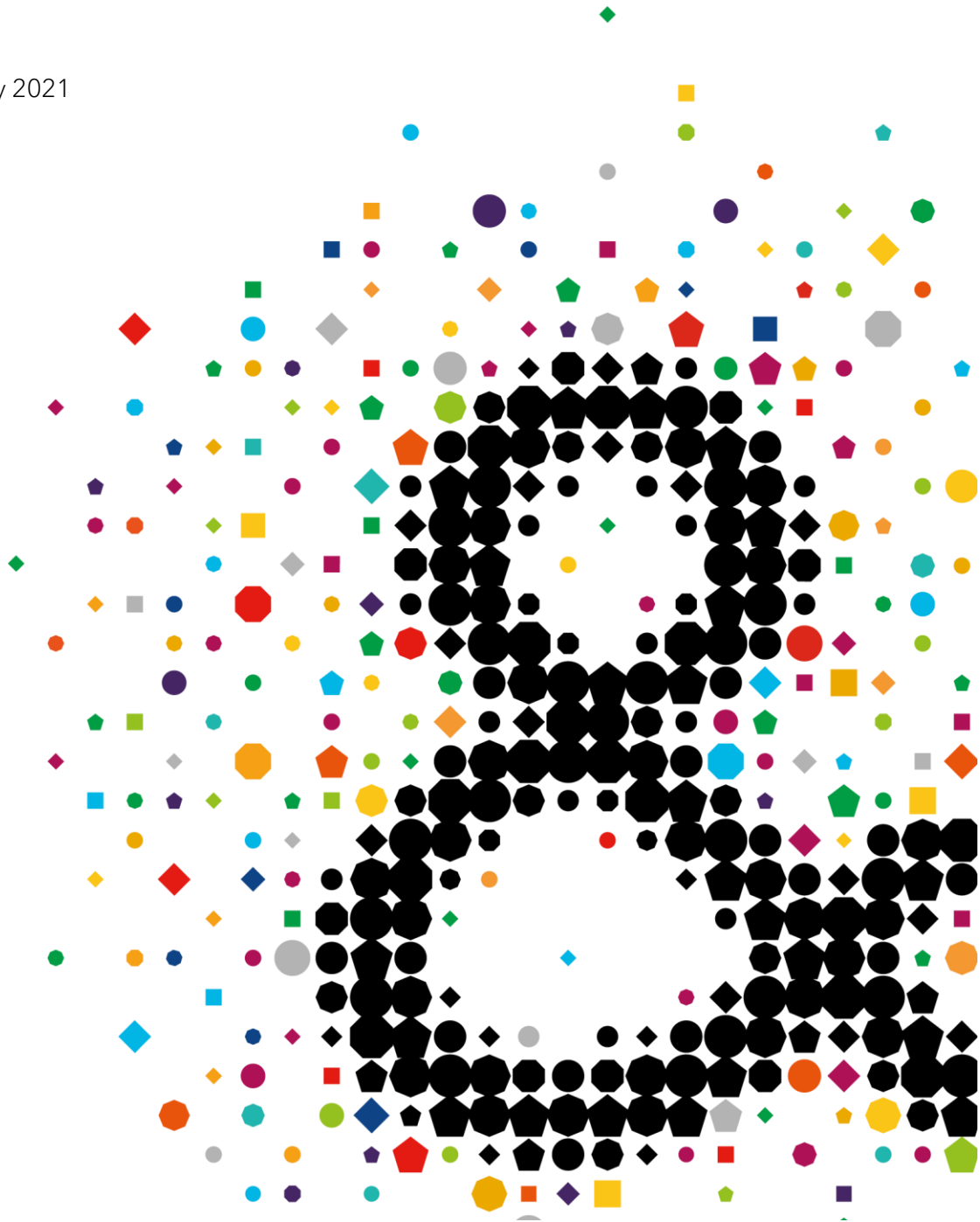
Quality Delivery Portal Guidance

Version 1.0, February 2021

Contents

Introduction

As part of the approval process for T Levels, providers must complete the TQ Provider Approval Application (TQPA) and submit it together with supporting evidence to City & Guilds. Along with the Quality team, your allocated Technical Qualification Associate (TQA) will review the application and evidence to determine whether the application can be accepted or if there are actions that need to be completed before approval can be granted.

To facilitate the secure sharing of supporting evidence between providers and TQAs, we have created a system within the City & Guilds Learning Assistant platform known as the Quality Delivery Portal (QDP).

Accounts are created for providers and we will set up the course using information provided on the pre-approval questionnaire. When accessing the platform for the first time, if you discover that any of the information on your account is incorrect or if we have allocated an incorrect TQ (Technical Qualification), please let us know before making any submissions.

This guidance document is designed to help you access the QDP, navigate the system and to upload your supporting evidence.

Approval Timelines

The approval window for wave 2 T Levels will open on 22 February 2021. During the approval window, the portal will be open for providers to upload supporting evidence.

All providers will receive acknowledgement of the application within two working days and a TQA will contact you within five working days of submission. The approval process should take no longer than 30 working days from the date of submission of the approval application and required evidence.

Version Updates

Version	Details	Date changed
1.0	Guidance document created.	February 2021

Using the Quality Delivery Portal (QDP)

Initial access to the portal is granted by the Quality team as part of the approval process. Via the portal, a username and password to allow access will be sent to the primary contact for each provider. Only one account will be made available to each provider, though the login details may be shared internally at your discretion.

The portal activation email will come from Learning Assistant (notifications@learningassistant.com) and will be titled **Welcome to Learning Assistant**. The email will be released to providers following receipt of the TQ Provider Approval Application and will expire after 48 hours, so it is important to regularly check email junk folders if this is not received.

Please note that we cannot provide usernames or passwords to the portal via telephone or email and access to the portal can only be gained through the generated activation email. If the initial link expires, please contact the Quality team to have this reissued.

Accessing the QDP for the first time

A. Following the link in the email provided, you will be asked to reset your password when you login for the first time. B. Enter your chosen password and select *Reset Password*.	**Reset Your Password** To change your current password, enter a new password and confirm. New Password… Confirm New Password… Reset Password Contact Administrator Customer Support
C. When accessing the portal for the first time, you must read and accept the terms and conditions. You will only need to do this once.	**Terms and Conditions** IMPORTANT NOTICE: I Decline I Accept

Logging in/out

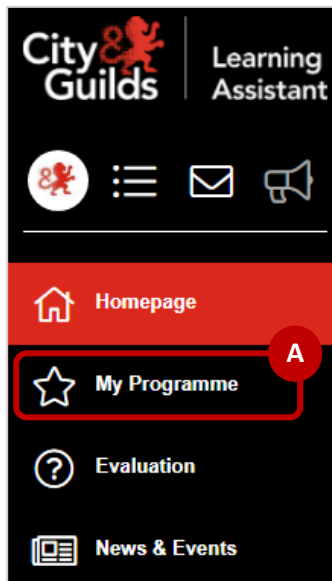|	
A. To launch the QDP e-Portfolio, paste the URL link below into your browser. B. The recommended browser is *Google Chrome*. C. Enter the username and password. D. Click *Login*. https://system.learningassistant.com/QDP/	
E. You will then be taken to the *Homepage*. F. Using the menu on the left-hand side, you can navigate around the system.	
G. To log out, click on the Avatar at the top of the toolbar. H. Choose *Logout* from the drop-down menu.	

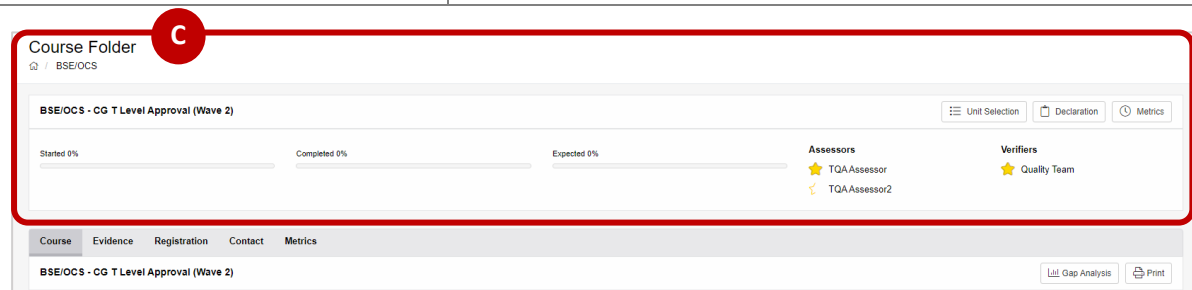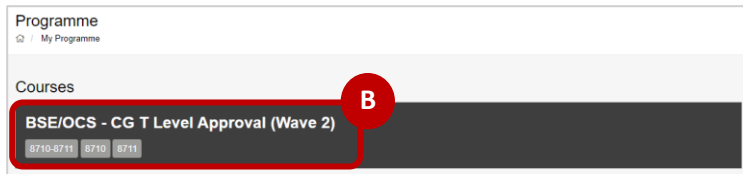|	
I. A new window will launch asking you to confirm that you want to log out. J. Click *Close* if you you want to stay logged in. **K.** Click *Logout* if you do wish to close the system.	**Logout** X Are you sure you want to logout? **J** Close **K** Logout

Navigating to your Course Folder

A. From the homepage, select the option on the menu for *My Programme*.	City & Guilds Learning Assistant Homepage **A** My Programme (?) Evaluation News & Events
B. On the *Programme* page, select the course shown. **C.** You will be taken through to your *Course Folder*.	Programme ⌂ / My Programme Courses **B** BSE/OCS - CG T Level Approval (Wave 2) 8710-8711 8710 8711

C Course Folder
⌂ / BSE/OCS

BSE/OCS - CG T Level Approval (Wave 2)   ☰ Unit Selection   🗋 Declaration   ⏱ Metrics

Started 0%   Completed 0%   Expected 0%

Assessors   **Verifiers**
⭐ TQA Assessor   ⭐ Quality Team
⭐ TQA Assessor2

Course	Evidence	Registration	Contact	Metrics

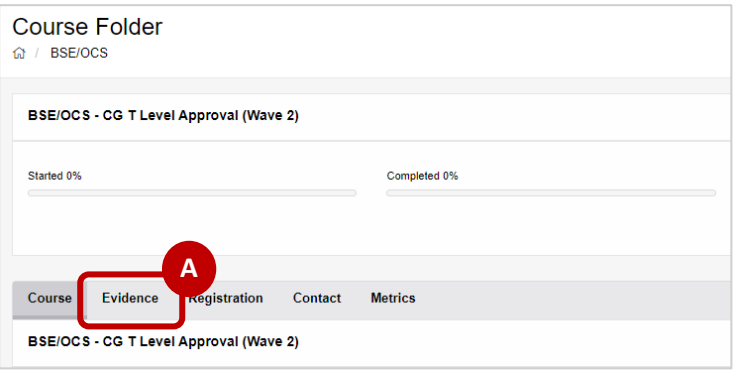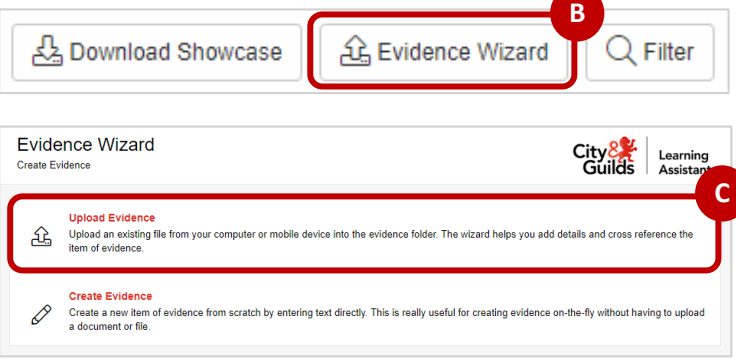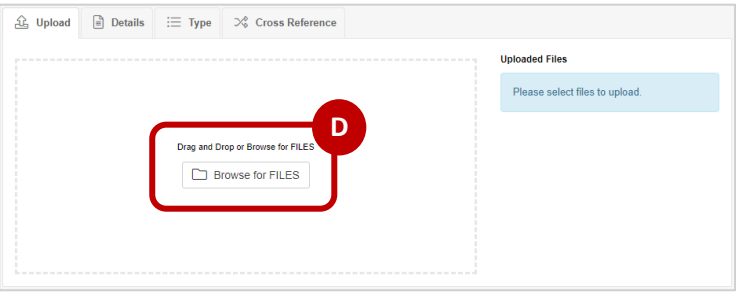BSE/OCS - CG T Level Approval (Wave 2)   📊 Gap Analysis   🖨 Print

Approval Submission Process

Once you have completed the TQ Provider Approval Application you will need to email this to technicals.quality@cityandguilds.com. A member of the Quality team will then upload the application to the portal and you will be given access to upload the supporting evidence.
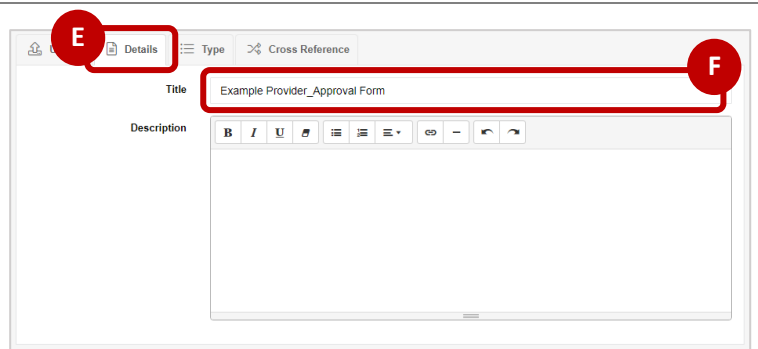
The approval submission process will differ depending on if you are applying for one or multiple TQs. We will allocate a Technical Qualification Associate per Technical Qualification, so if you are applying for more than one TQ, one TQA will be allocated to review the application and evidence for each.

In each section below you will see examples of the *Course Folder* and instructions on how submit the supporting evidence.
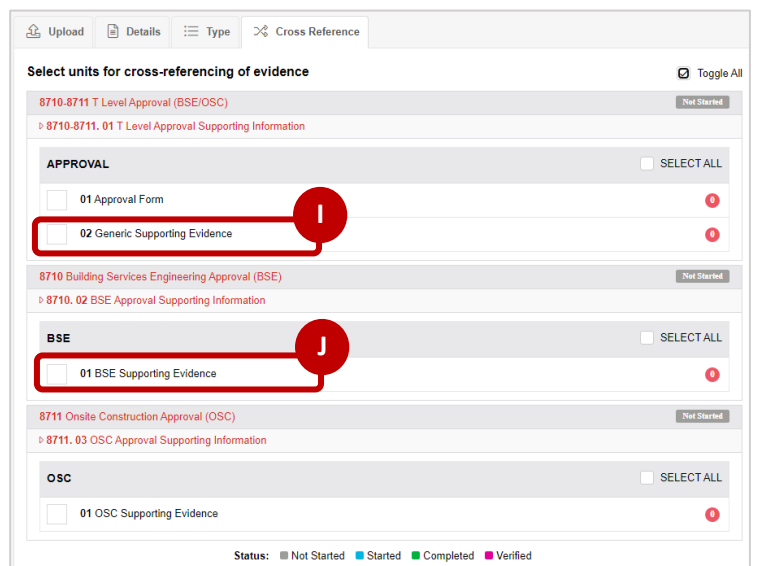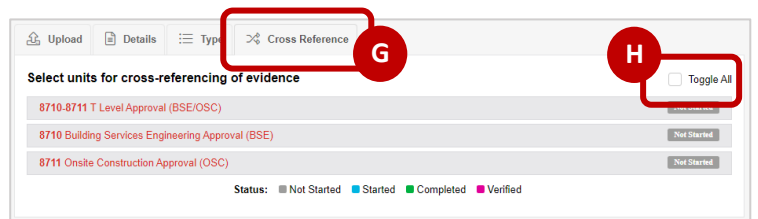
Approval for multiple TQs

A. From the *Course Folder*, click on the *Evidence* tab.	**Course Folder** ⌂ / BSE/OCS **BSE/OCS - CG T Level Approval (Wave 2)** Started 0%　　　　　Completed 0% Course　**Evidence**　Registration　Contact　Metrics **A** BSE/OCS - CG T Level Approval (Wave 2)
B. At the top right-hand side of the *Evidence Folder* page, click on the option for *Evidence Wizard*. C. A pop-up window will open. In the new window, select *Upload Evidence*.	⬇ Download Showcase　　⬆ Evidence Wizard **B**　　🔍 Filter **Evidence Wizard** Create Evidence　　City & Guilds	Learning Assistant ⬆ **Upload Evidence** **C** Upload an existing file from your computer or mobile device into the evidence folder. The wizard helps you add details and cross reference the item of evidence. ✎ **Create Evidence** Create a new item of evidence from scratch by entering text directly. This is really useful for creating evidence on-the-fly without having to upload a document or file.
D. To upload a new document, select *Browse for Files* and find the file you wish to upload.	⬆ Upload　📄 Details　☰ Type　⤬ Cross Reference **Uploaded Files** Please select files to upload. Drag and Drop or Browse for FILES **D** 📁 Browse for FILES

|	
E. Once the upload is complete, click onto the *Details* tab. F. Ensure the *Title* of the document is clear and references the evidence you are uploading.	
G. To submit the document, move to the *Cross Reference* tab. H. Select *Toggle All* to open all sections of the cross-referencing. You will need to cross-reference the evidence upload to the relevant section. I. For any generic supporting evidence, such as policy documents, you will need to select *02 Generic Supporting Evidence*. J. For any supporting evidence relevant to a specific TQ, such as staff, you will need to select the option for that TQ when cross referencing the evidence.	
K. Once you have mapped the evidence, select *Save*. L. Once the evidence has saved, select *Submit for Review*. M. Repeat steps B-M to provide the supporting evidence for any other TQ you may be applying for (where applicable). **Note: all sections listed in the** *Course Folder* **must have evidence cross-referenced as part of the approval process.**	
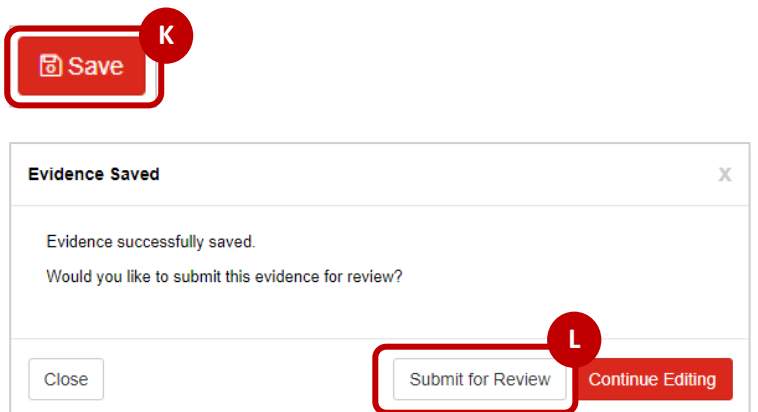
N. In the *Evidence Folder* you will see all documents/evidence that has been uploaded.

O. You will see the progress bar will be at 100% if all sections have been cross-referenced.

Course	Evidence	Registration	Contact	Metrics

Evidence Folder

Displaying **1** to **7** of **7** Evidence

REF ⌄	TITLE
7	W Example Provider_EDI Policy Used in: 8710-8711.01
6	W Example Provider_OSC Staff List Used in: 8711.03
5	W Example Provider_Recruitment and Induction Policy Used in: 8710-8711.01
4	W Example Provider_BSE Staff List Used in: 8710.02
3	W Example Provider_General Evidence Used in: 8710-8711.01
2	W Example Provider_QA Policy Used in: 8710-8711.01
1	W Example Provider_Approval Form Used in: 8710-8711.01

BSE/OCS - CG T Level Approval (Wave 2)

Started 100% — Completed 0%

P. If any evidence is incorrect and needs submitting again, select the 3 dots from the right-hand side of the line for the relevant document.

Q. From the list, select *Delete*.

R. Follow steps B-N to resubmit the correct evidence.

UPLOADED ⬍

| 10 Feb 2021 14:58 Example Provider | ☆ | 📋 | 🔒 | 🕘 | ⓘ | ⋯ |

UPLOADED ⬍

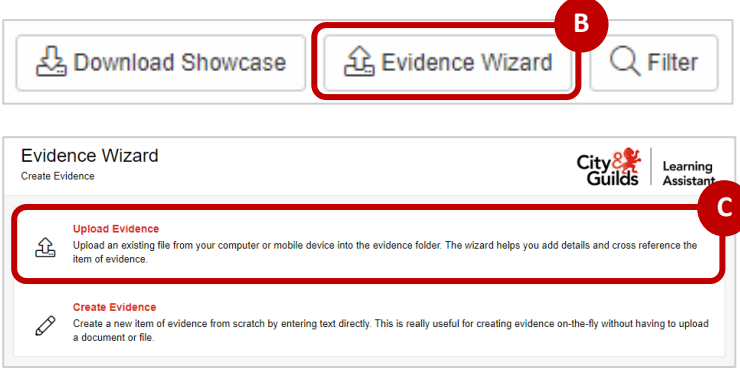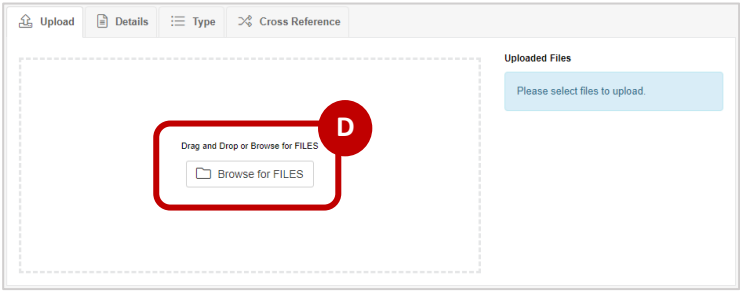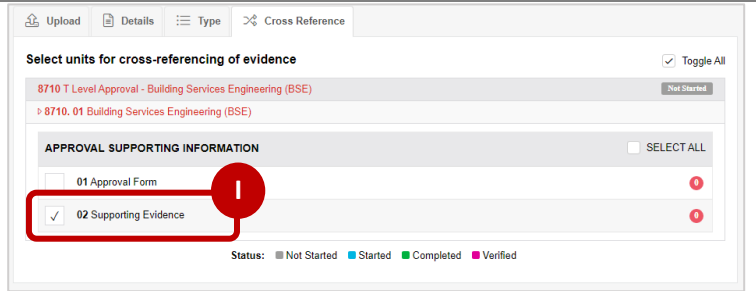| 10 Feb 2021 14:58 Example Provider | ☆ | 📋 | 🔒 | 🕘 | ⓘ | ⋯ |
10 Feb 2021 14:57 Example Provider	☆	📋				
10 Feb 2021 14:55 Example Provider	☆	📋				
10 Feb 2021 14:52 Example Provider	☆	📋				
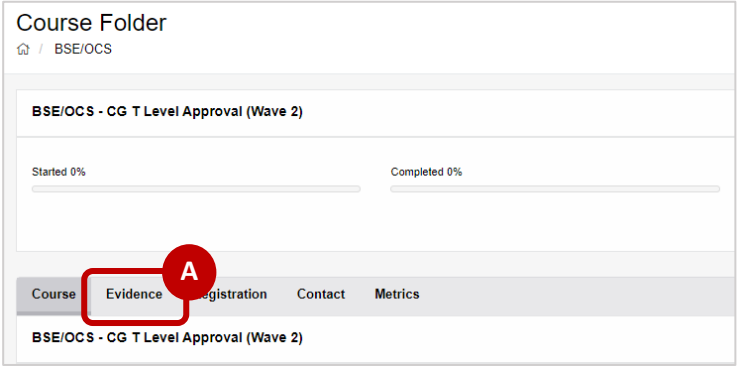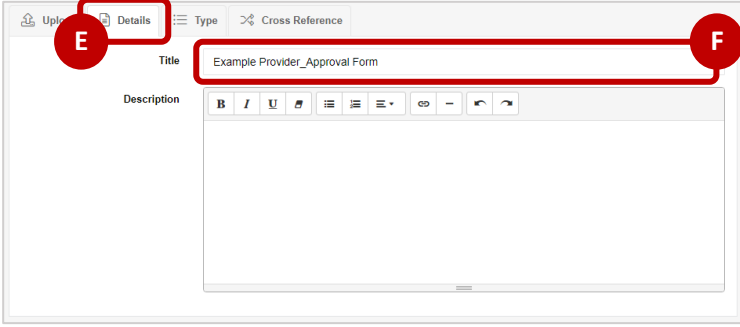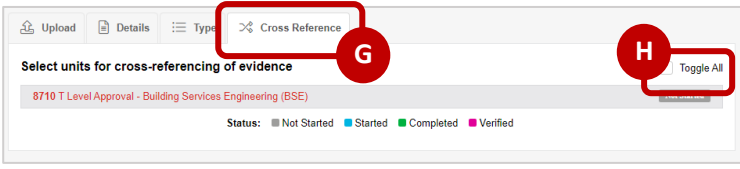
⬇ Download

☆ Include Evidence in Showcase

✎ Edit

🗑 Delete

Approval for one TQ only

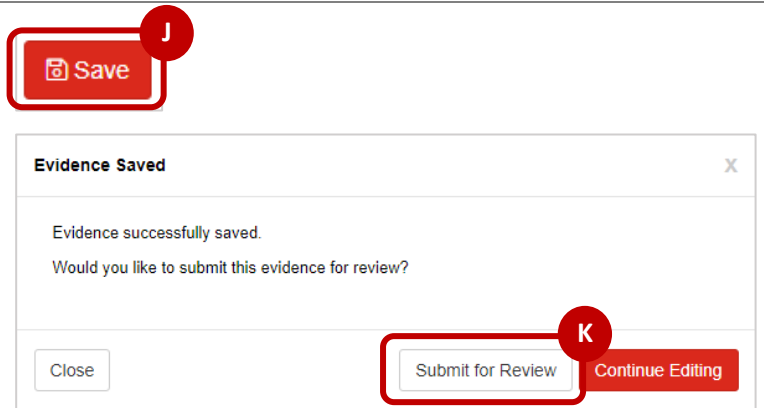|	
A. From the *Course Folder*, navigate to the *Evidence* tab.	**Course Folder** ⌂ / BSE/OCS **BSE/OCS - CG T Level Approval (Wave 2)** Started 0% Completed 0% Course **Evidence** [A] ⌐gistration Contact Metrics **BSE/OCS - CG T Level Approval (Wave 2)**
B. At the top right-hand side of the *Evidence Folder* page, select the option for *Evidence Wizard*. C. A pop-up window will open. In the new window, select *Upload Evidence*.	[B] ⮧ Download Showcase ⮤ **Evidence Wizard** 🔍 Filter **Evidence Wizard** Create Evidence City & Guilds	Learning Assistant [C] **Upload Evidence** Upload an existing file from your computer or mobile device into the evidence folder. The wizard helps you add details and cross reference the item of evidence. **Create Evidence** Create a new item of evidence from scratch by entering text directly. This is really useful for creating evidence on-the-fly without having to upload a document or file.
D. To upload a new document, select *Browse for Files* and find the file you wish to upload.	⮥ Upload 📄 Details ☰ Type ⤬ Cross Reference **Uploaded Files** Please select files to upload. Drag and Drop or Browse for FILES [D] 🗁 Browse for FILES
E. Once the upload is complete, click onto the *Details* tab. F. Ensure the *Title* of the document is clear and references the evidence you are uploading.	⮥ Upl[E] 📄 **Details** ☰ Type ⤬ Cross Reference Title [F] Example Provider_Approval Form Description **B** *I* U ⧉ ≣ ≣ ≣▾ ⧉ — ↶ ↷
G. To submit the document, move to the *Cross Reference* tab. H. Select *Toggle All* to open all sections of the cross-referencing. You will need to	⮥ Upload 📄 Details ☰ Typ[G] ⤬ **Cross Reference** **Select units for cross-referencing of evidence** [H] Toggle All 8710 T Level Approval - Building Services Engineering (BSE) Status: ▢ Not Started ▢ Started ▢ Completed ▢ Verified

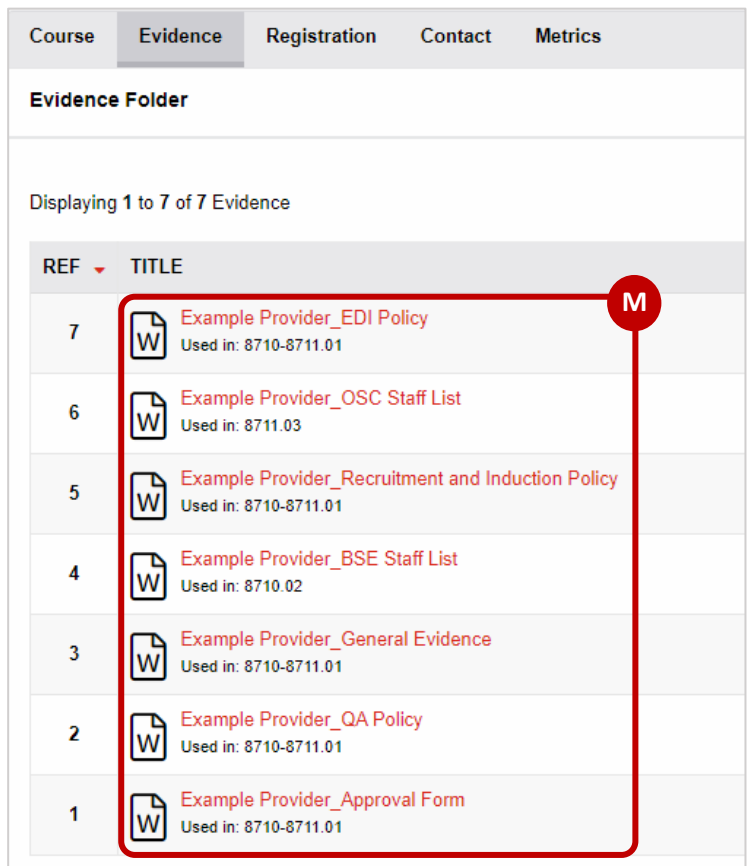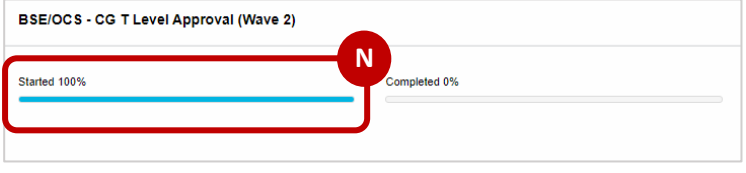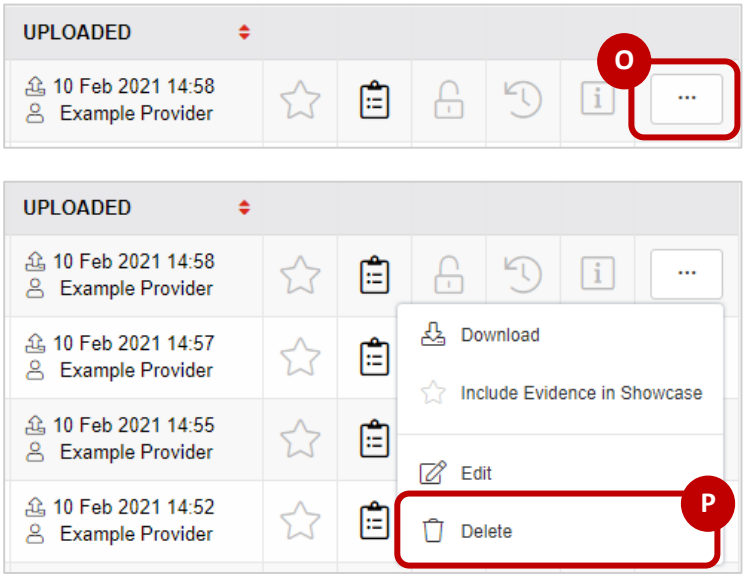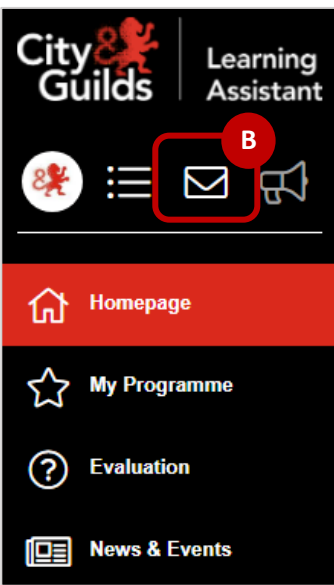|	
cross-reference the evidence upload to the relevant section. I. For any supporting evidence relevant to approval, such as policy documents, you will need to select *02 Supporting Evidence*.	
J. Once you have mapped the evidence, select *Save*. K. Once the evidence has saved, select *Submit for Review*. L. Repeat steps B-K to submit all required evidence. Note: evidence must be cross-referenced as part of the approval process.	
M. On the *Evidence Folder* you will see all documents/evidence that has been uploaded. N. You will see the progress bar will be at 100% if all sections have been cross-referenced.	

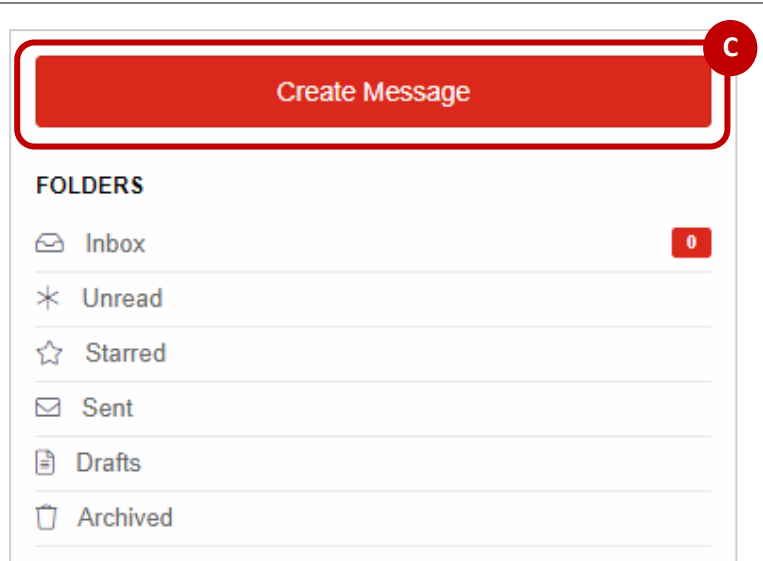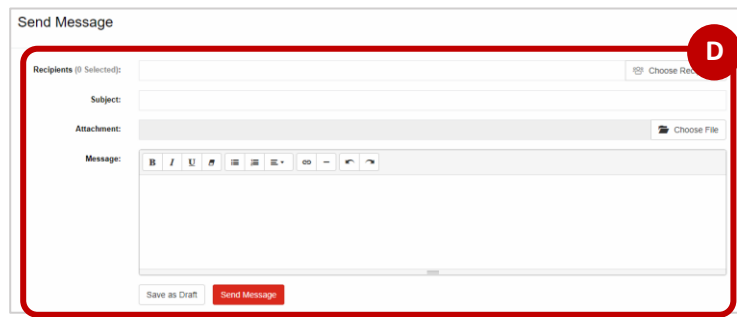|	
	BSE/OCS - CG T Level Approval (Wave 2) **N** Started 100% Completed 0%
O. If any evidence is incorrect and needs submitting again, select the 3 dots from the right-hand side of the line for the relevant document. P. From the list, select *Delete*. **Q.** Follow steps B-K to resubmit the correct evidence.	**UPLOADED** ⇕ 🛆 10 Feb 2021 14:58 ☆ 📋 🔒 🕙 ⓘ **···** **O** 👤 Example Provider **UPLOADED** ⇕ 🛆 10 Feb 2021 14:58 ☆ 📋 🔒 🕙 ⓘ **···** 👤 Example Provider 🛆 Download 🛆 10 Feb 2021 14:57 ☆ 📋 ☆ Include Evidence in Showcase 👤 Example Provider 🛆 10 Feb 2021 14:55 ☆ 📋 ✎ Edit 👤 Example Provider 🛆 10 Feb 2021 14:52 ☆ 📋 🗑 Delete **P** 👤 Example Provider

Finalising your approval submission

A. Once all documents and evidence have been uploaded you will need to notify the Quality team and your TQA(s). B. From the toolbar, select the *Mail* icon.	**City & Guilds** | Learning Assistant 🦁 ≡ ✉ 📢 **B** 🏠 **Homepage** ☆ **My Programme** ⓘ **Evaluation** 🗒 **News & Events**

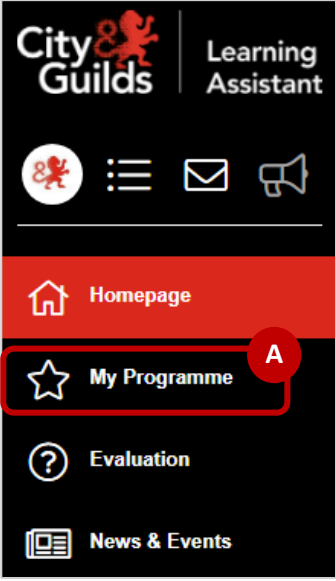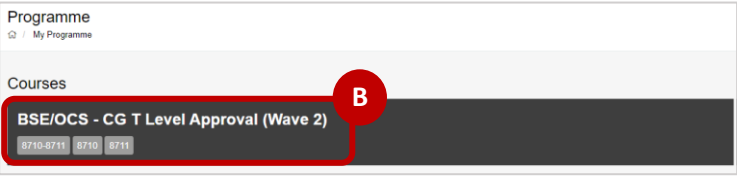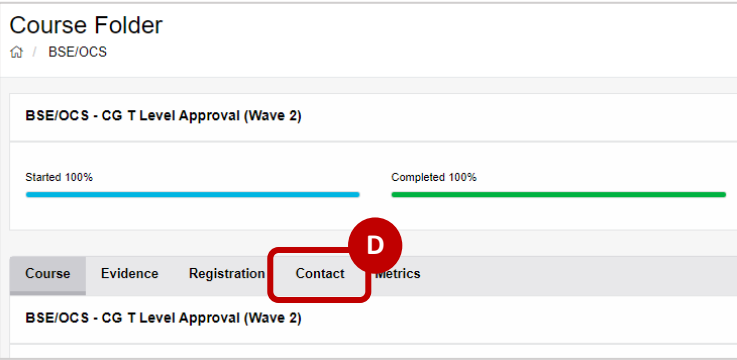|	
C. On the *Messages* page, select *Create Message*.	
D. A message template will open on the right-hand side of the page.	
E. Under *Recipients* you will need to enter your TQA for both Onsite Construction and BSE (as applicable), as well as the Quality team. F. Select *Choose Recipients*. G. The *Recipient Wizard* will open and list all TQAs allocated to you and the Quality team. H. Select all available recipients using the tick boxes. I. When finished, press *Continue*.	
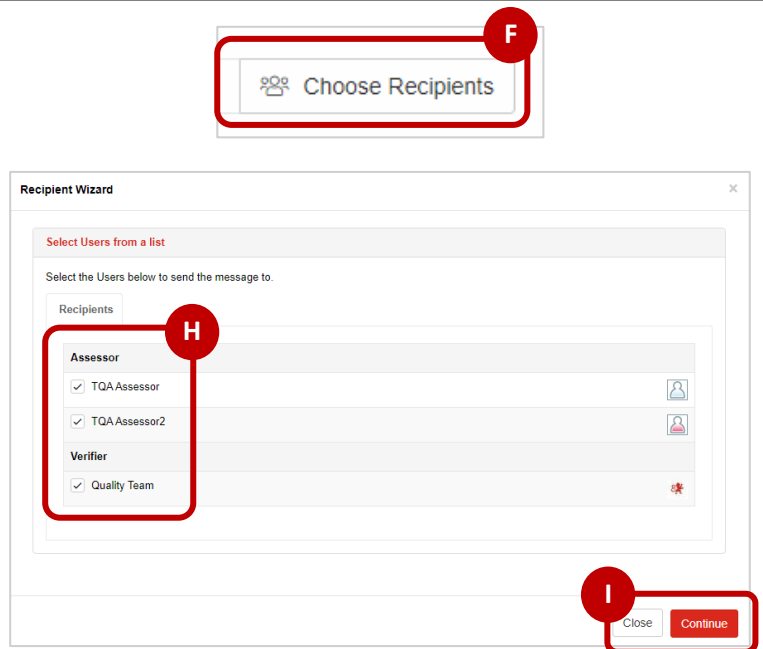
J. Enter a subject here.

K. Put a message here notifying that you have completed the submission process, and this is ready for review.

L. Select *Send Message* when complete.

Send Message

Recipients (3 Selected): × TQA Assessor (Assessor) × TQA Assessor2 (Assess... ...ality Team (Verifier)   Choose Recipients

Subject: Example Provider_Approval Submission Complete

Attachment:

Message: **B** *I* U ...

Please be aware that Example Provider have now completed the approval submission process and this is now ready for review.
Kind Regards,
Quality Manager

Save as Draft   Send Message
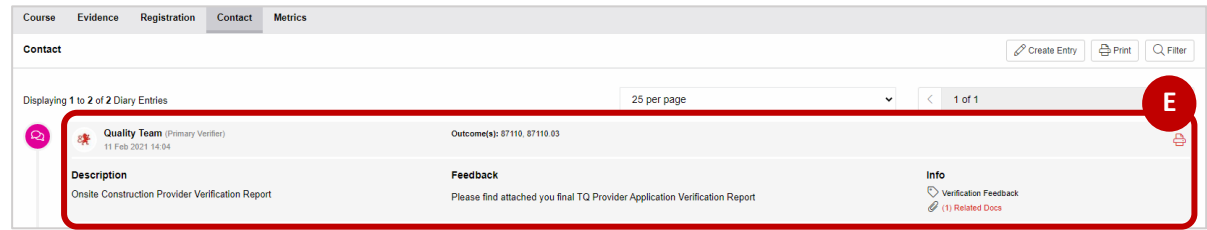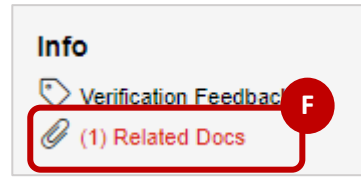
Save as Draft   Send Message

Approval Verification Reports

Once your TQA has completed their TQ Provider Application Verification report (TQPAv), this will be uploaded to the contact tab of the portal. You will receive email confirmation when the report is available to download and view. The report will contain the outcome of the application and any actions where applicable.

Accessing your approval report

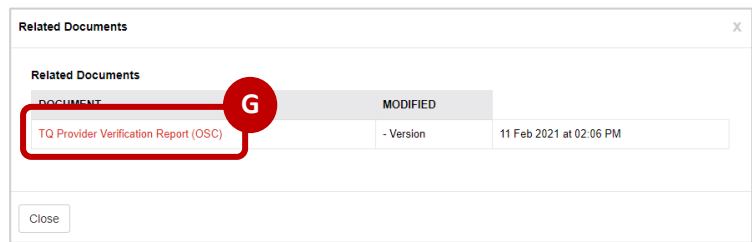|	
A. From the homepage, select the option on the toolbar for *My Programme*.	
B. On the *Programme* page, select the course shown. C. You will be taken through to your *Course Folder*.	
D. Navigate to the *Contact* tab.	

E. Completed verification reports will appear as *Diary Entries* (see example below). F. Click on *Related Docs* on the report you wish to view.	**Info** 🏷 Verification Feedback 📎 (1) Related Docs

Course Evidence Registration Contact Metrics

Contact   ✏ Create Entry 🖨 Print 🔍 Filter

Displaying **1** to **2** of **2** Diary Entries   25 per page   ＜ 1 of 1

💬 **Quality Team** *(Primary Verifier)*   **Outcome(s):** 87110, 87110.03   🖨
     11 Feb 2021 14:04

Description   **Feedback**   **Info**
Onsite Construction Provider Verification Report   Please find attached you final TQ Provider Application Verification Report   🏷 Verification Feedback
                                                                                          📎 (1) Related Docs

G. Select the document title in red text to download the PDF report.	**Related Documents** X **Related Documents** | DOCUMENT	MODIFIED	
---	---	---
TQ Provider Verification Report (OSC)	- Version	11 Feb 2021 at 02:06 PM	 Close

Further advice and information

All the latest information on T Levels can be found on the website [here](#) as well as the specific qualification pages below:

[8710 T Level Technical Qualification in Building Services Engineering for Construction >](#)

[8711 T Level Technical Qualification in Onsite Construction >](#)

Quality team contact details

For all queries relating to T Levels, please contact the Quality team who are available Monday to Friday 8.30am to 5pm, excluding UK public holidays.

✉ Technicals.Quality@cityandguilds.com

📞 0300 303 53 52