

# T Levels Autumn 2025: Employer-Set Projects

Guidance for Providers on preparing and delivering assessments, and uploading evidence

# **Agenda**

1 Reminder of timelines

Release of assessment material

Top tips for recording evidence

Completing assessment documentation

5 Use of Artificial Intelligence

6 Uploading student evidence

What happens next?

8 Escalating evidence issues: our process

9 Resources available for support

# What is the Employer-Set Project?

- ➤ The Employer-Set Project (ESP) assessment is a project made up of a number of tasks, based on a real-life work-based problem.
- ➤ The assessment is designed to allow students to show how they can tackle problems using the knowledge and skills learned in the Core components.
- ➤ The ESP is externally set by City & Guilds, and externally marked by City & Guilds markers.
- ➤ You will be the ones delivering the assessment in line with the guidance provided, gathering student evidence, and submitting this to us for marking, and we will work with you to make sure everything is submitted correctly and on time.



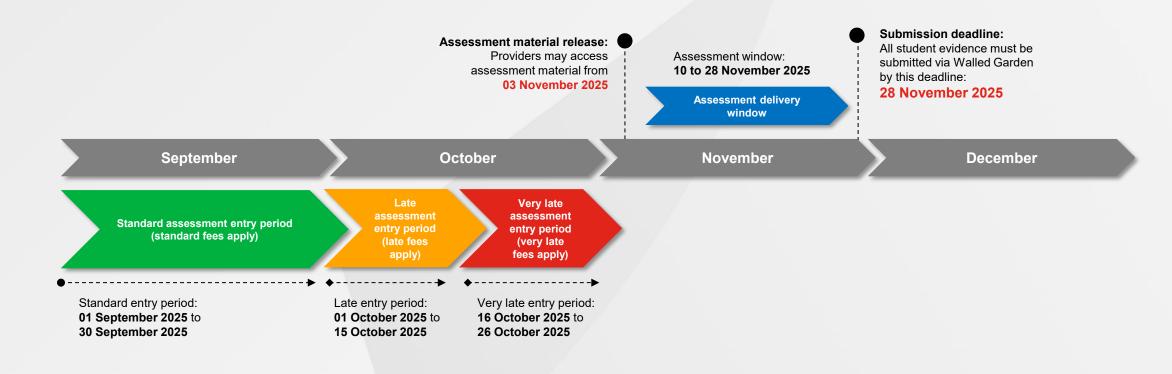


Reminder of timelines

### T Levels Employer-Set Project Autumn 2025 timeline:

Engineering and Manufacturing (8730)

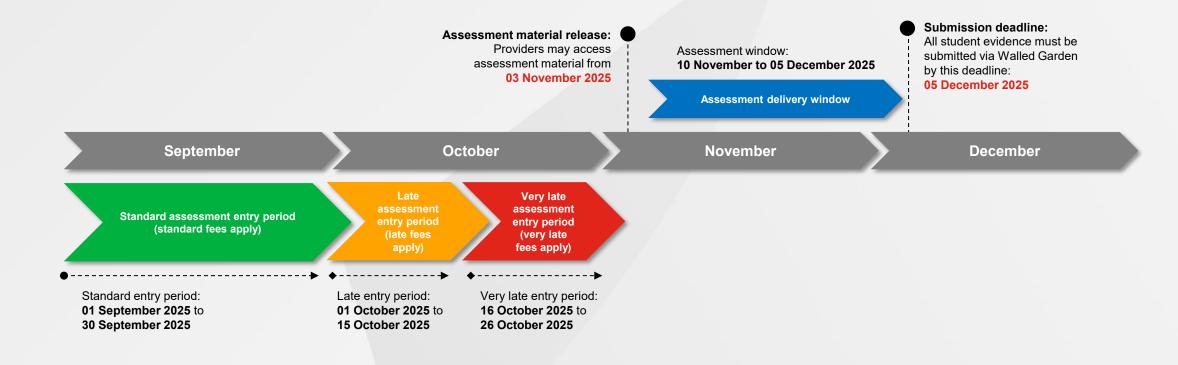




### T Levels Employer-Set Project Autumn 2025 timeline:

Onsite Construction (8710), Building Services Engineering (8711), Management and Administration (8715), Agriculture Land Management and Production (8717), Animal Care and Management (8717)

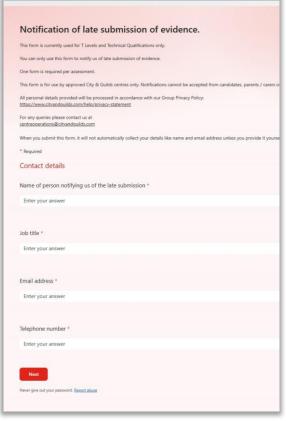




### **Notification of Late Submission**

If you will be unable to upload all the required evidence by the assessment submission deadline, you can use our Notification of Late Submission form to let us know.





A link to this submission form can also be found on the **T Levels Resource Hub**, alongside the assessment guidance.

You will be asked for the details of the assessment impacted, and if it is for individual students you will be asked for their ENR (enrolment numbers).

You will also be asked to provide an estimated date of evidence submission.

# Impact of late submission

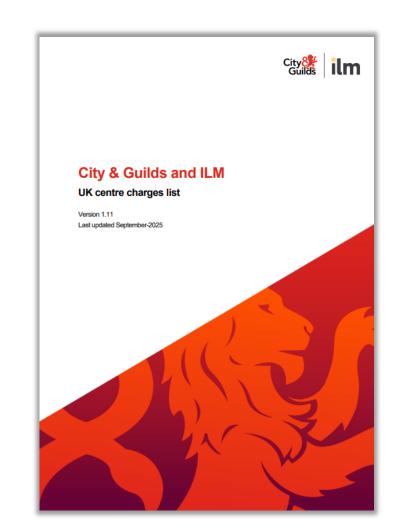
Please pay close attention to the evidence submission requirements, and the deadlines for submission.

Providers that do not submit all required evidence to us for marking by the published deadline dates will incur an administrative fee of £500 per cohort per assessment, including those who have submitted a Notification of Late Submission form.

Charges will be applied for late, missing, or incomplete evidence. Further information can be found on the City & Guilds Centre Charges List.

However, where **extenuating circumstances** affect individual candidates, we will apply discretion in line with the principles of Special Consideration as defined by the Joint Council for Qualifications.

Centres must notify City & Guilds of such circumstances in advance of the published deadline by submitting a <u>Notification of Late Submission form</u>, along with appropriate supporting evidence.



# **Extenuating circumstances**

Examples of **extenuating circumstances** which may be applicable for Special Consideration are:

- Serious illness or injury affecting the learner during the assessment period
- Bereavement of a close family member
- Significant disruption at the centre (e.g. fire, flood, or other emergency)
- Other exceptional personal circumstances that meet JCQ's special consideration criteria

However, discretion will not normally be applied in cases such as:

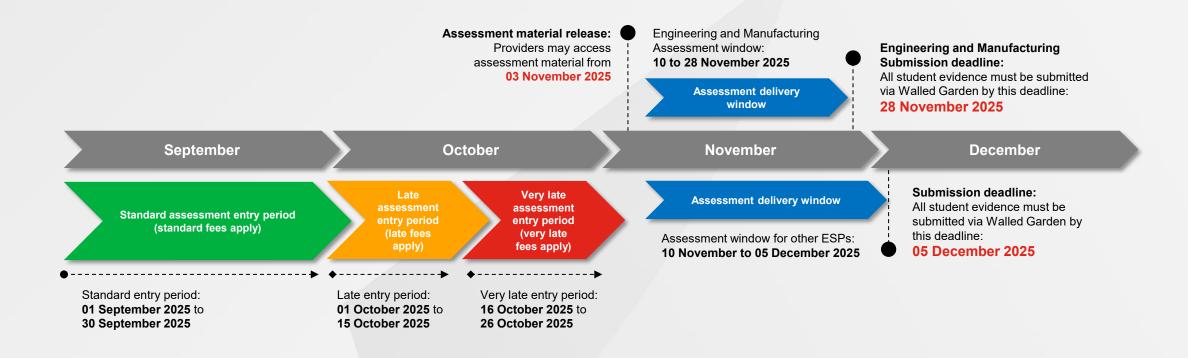
- Administrative oversight or mismanagement by the centre
- Staff absence or workload issues
- Misunderstanding of our published deadlines
- Technical issues that could have been reasonably anticipated or mitigated
- > Late submission affecting an entire cohort without individual justification



Release of assessment materials

### Release of assessment materials





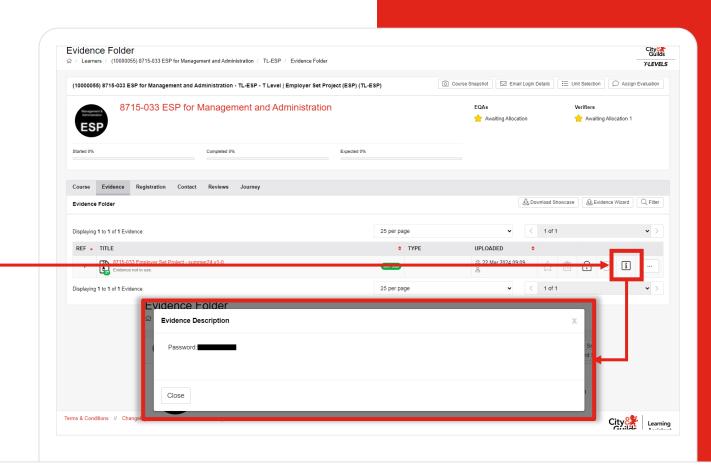
### Release of assessment materials

We will use the <u>T Level Service Portal</u> to release the live Employer-Set Project assessment materials to centres.

### To access materials:

- Find the correct qualification in the 'Course' tab.
- Select 'Evidence'.
- Download the zip file.
- Select the information button to reveal the password for password-protected documents.

Once downloaded, it's essential to keep all assessment materials stored securely at all times.

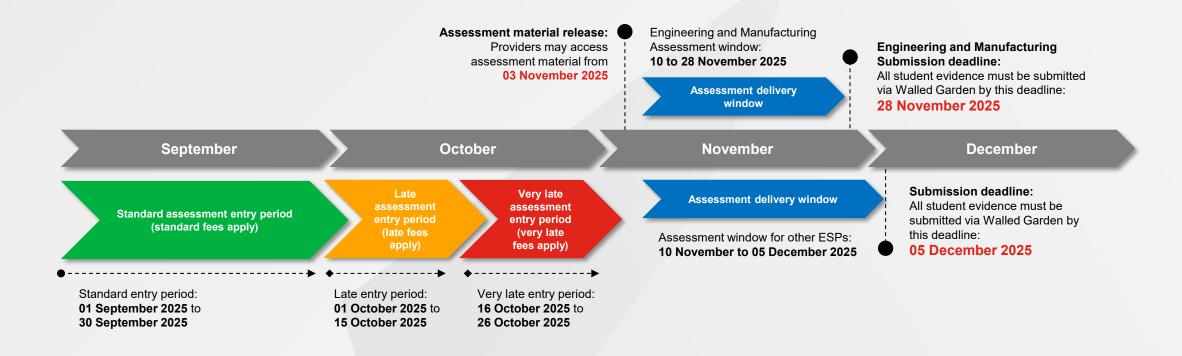




Top tips for recording evidence

### **Assessment delivery window**





# Video recordings: top tips

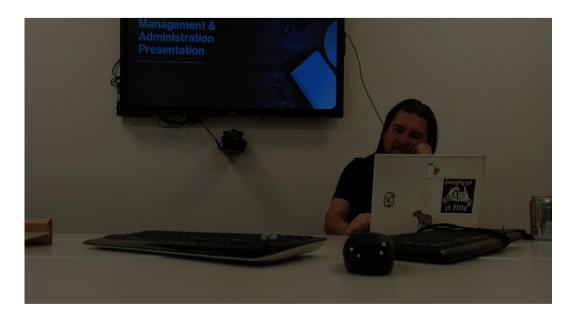
- ➤ Before delivering any task that requires video evidence to be captured, please test the equipment being used for recording, and consider how it will look and sound within the video recording, to ensure video and audio are of acceptable standards and can enable marking to take place.
- ➤ Use a microphone, separate from the recording device, to ensure good quality audio can be captured.
- For presentation tasks, ensure that the microphone is close to, or on the student (for example, a lapel microphone).
- For group discussions, ensure that the microphone is placed between the students i.e. in the area they are projecting their voice towards.
- > It's important to make sure that the tutors are audible as well as the student.

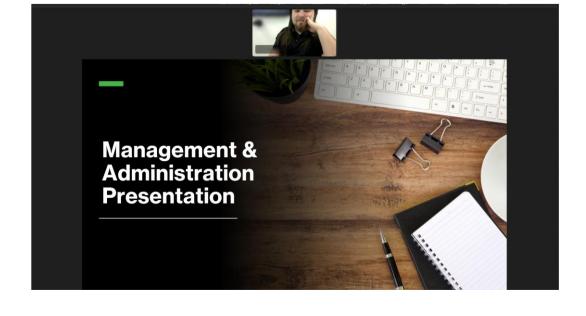
### File formats and size

- ➤ Please ensure that larger files (such as videos) are compressed to reduce their size. If you need to do this, there are tools which can support you.
- ➤ We do not require video files to be of Full High Definition (HD) quality they just need to be of reasonable quality and without pixelation. As long as the student can be seen and heard, that's the most important thing.
- ➤ The table on screen shows the maximum file sizes we recommend for videos which are uploaded to Walled Garden.



# **Examples**





- X Too dark
- Sitting down assessment guidance states that the student should be standing to present
- X Unable to identify the student (no ID)
- X Poor audio

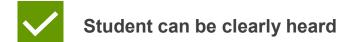


**Presenting via Teams/Zoom call** 

# **Examples**







Student is fully visible







# Completing assessment evidence



The student-generated evidence



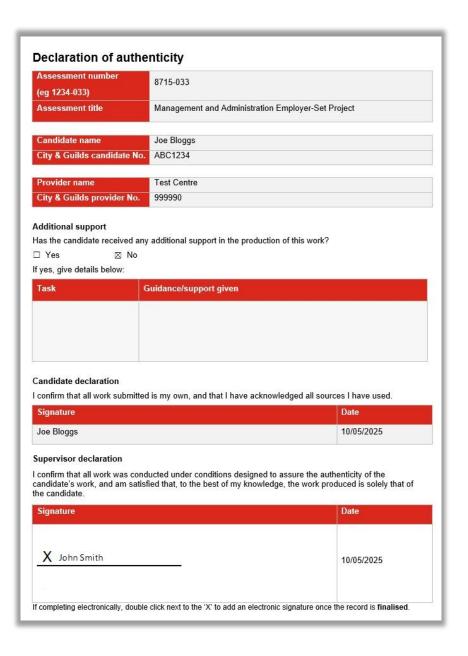
**A Declaration of Authenticity** 



**An Evidence Checklist** 



**Tutor observation records** 

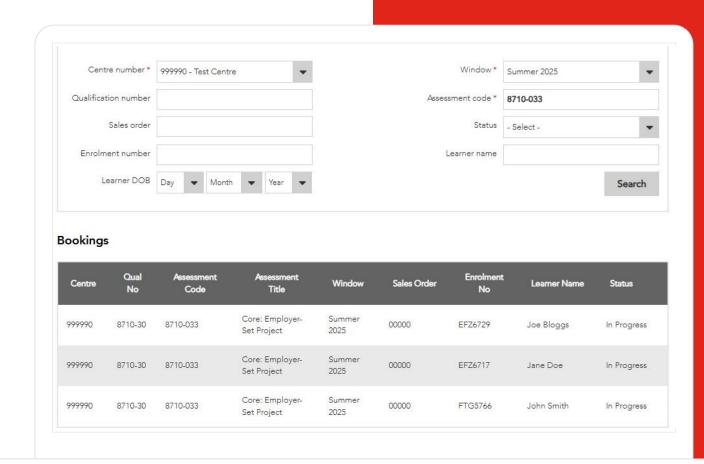


# **Student-generated evidence**

All evidence produced by the student must be uploaded to the Evidence Management area of Walled Garden, within Centre Services.

### This includes:

- Word documents
- Excel files
- PowerPoint presentations
- Handwritten notes
- > Drawings or diagrams
- Recorded video evidence

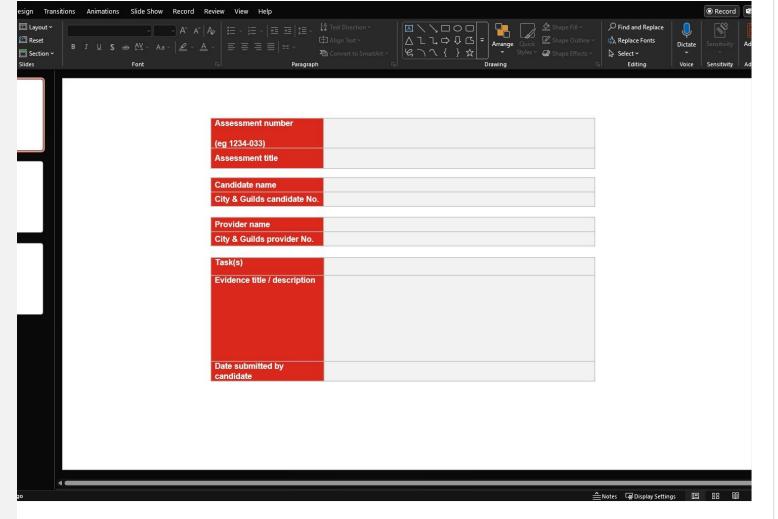


# Student-generated evidence: top tips

- Ensure students know their unique City & Guilds enrolment number (ENR).
- Ensure students are aware of time restrictions for all tasks.
- If notes are handwritten (and later scanned in), ensure students write their name and Enrolment Number clearly.







# Student-generated evidence: top tips

- Provide students with the 'header templates' for any evidence that will be generated electronically.
- Provide students with the appropriate guidance material for each task they must complete.

# **Declaration of Authenticity**

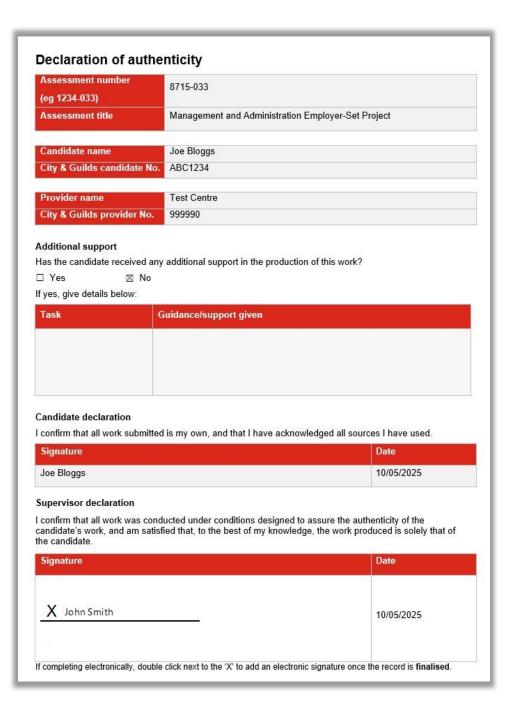
The Declaration of Authenticity allows us to authenticate the student's work as their own.

One declaration needs to be completed per student.

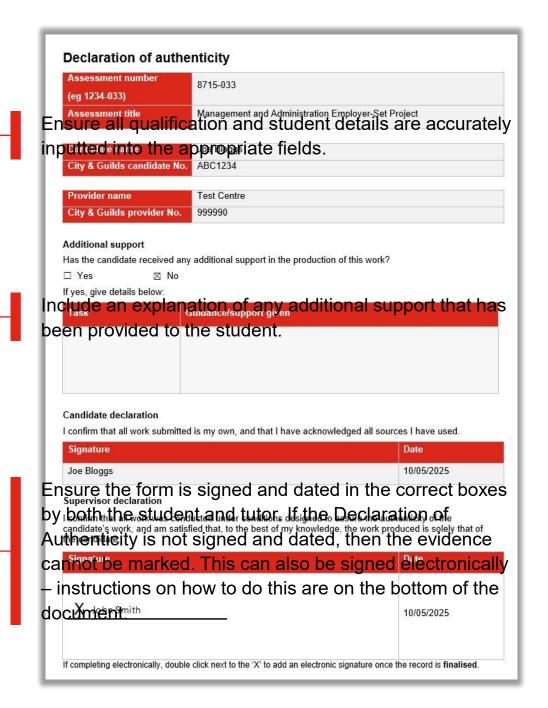
We can't mark evidence without a declaration form signed by both the student and the tutor. If a declaration form is not provided, we will change the submission to Work Not Submitted (WNS).

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

The Declaration of Authenticity is a mandatory document required for marking.



# **Declaration of Authenticity**



### **Evidence Checklist**

The Evidence Checklist is designed to support you in uploading student evidence to Walled Garden by identifying any evidence that is known to be missing – you can tick off the evidence on the checklist as you upload it.

The Evidence Checklist is a mandatory document for evidence to progress to marking, and should reflect the actual evidence being uploaded.

For example, if a student did not attempt a task or the evidence has been lost for this, this should be reflected on the Evidence Checklist.

The Evidence Checklist is mandatory for marking.

### Employer-Set Project - Evidence Checklist 8715-30 T Level Technical Qualification in Management and Administration 8715-033 Core: Employer-Set Project (Summer 2025) Candidate name Joe Bloggs City & Guilds Candidate No. ABC1234 10/05/2025 Test Centre City & Guilds Provider No. 999990 I confirm that all files (as appropriate) have been checked for (please tick): Adherence to City & Guilds filename convention requirements ✓ Video quality ✓ Audio quality Acceptable file size (less than 2.5Gb) Issue code (if applicable)? See list and guidance on uploaded? Task Evidence expected for marking (Y/N) Υ 1.1 Investigate the PESTLE analysis project brief SWOT analysis Y Research outcomes summary table Y Υ Outline of two possible approaches Cost benefit analysis with your selected Υ approach clearly identified 1.2 Project Initiation A PID N L2 Document (PID) Y 1.3 Project Plan Project plan-on-a-page L1 Written summary statement N Υ 1.4 Presentation Presentation materials including presentation slides, any presenter notes, and any handouts

Video recording of presentation

Observation Record form

Written discussion notes

Action Plan

2.1 Collaborative

Problem solving

Y

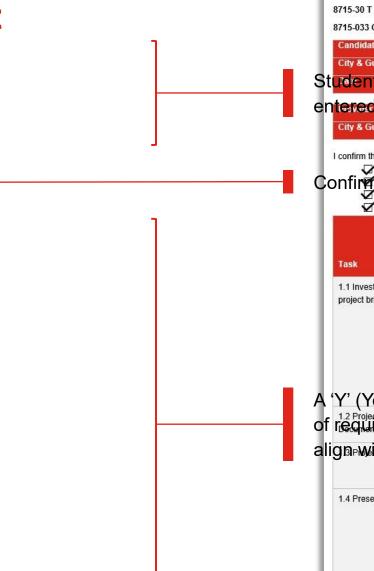
Υ

N

Y

P1

### **Evidence Checklist**



# Employer-Set Project - Evidence Checklist 8715-30 T Level Technical Qualification in Management and Administration 8715-033 Core: Employer-Set Project (Summer 2025) Candidate name Joe Bloggs City & Guilds Candidate No. ABC1234 Student and qualifications details must be correctly entered name Test Centre City & Guilds Provider No. 999990 I confirm that all files (as appropriate) have been checked for (please tick): Adherence to City & Guilds filename convention requirements

Confirmation of files must be appropriately ticked.

Audio quality

✓Acceptable file size (less than 2.5Gb)

Task	Evidence expected for marking	Evidence to be uploaded? (Y/N)	Issue code (if applicable)? See list and guidance on following page
1.1 Investigate the project brief	PESTLE analysis	Y	
	SWOT analysis	Y	
	Research outcomes summary table	Y	
	Outline of two possible approaches	Y	
	Cost benefit analysis with your selected	Y	

A 'Y' (Yes) or 'No' (No') must be entered next to every piece of required evidence within the checklist, and this must align with all evidence uploaded to Walled Garden.

Written summary statement	N	L1
Presentation materials including presentation slides, any presenter notes, and any handouts	Y	
Video recording of presentation	Υ	
Observation Record form	Υ	
Written discussion notes	N	P1
Action Plan	Y	
	Presentation materials including presentation slides, any presenter notes, and any handouts  Video recording of presentation  Observation Record form  Written discussion notes	Presentation materials including presentation slides, any presenter notes, and any handouts  Video recording of presentation Y  Observation Record form Y  Written discussion notes N

## **Evidence Checklist – Issue Codes**

Where there is missing or incomplete evidence, issue codes must be entered into the boxes to clearly indicate why this is the case.

<u>5.                                      </u>	This of the last of the contains to be provided by it contains to be contained to the conta	ated
Learner related	Provider related	e lost by provider audio on recording
L1 – Evidence generated by learner but not saved by learner	P1 – Evidence lost by provider P2 – No/poor audio on recording	visual on recording ate recording been corrupted
L2 – No evidence generated by learner	P3 – No/poor visual on recording	ovider issue (please provide de
L3 – Other learner issue (please provide details in table below)	P4 – Incomplete recording P5 – File has been corrupted	
	P6 – Other provider issue (please provide details in table below)	) a compression error

X John Smith

### 6

# **Evidence Checklist – Issue Codes**

Task	Evidence expected for marking	Evidence to be uploaded? (Y/N)	Issue code (if applicable)? See list and guidance on following page
2.1 Collaborative Problem solving	Staff Memo	Y	
	Video recording of group discussion	Υ	P6
	Observation record form	Y	
2.2 Evaluation	Written summary statement	Y	

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

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

### Provider comments:

Task	Comments
2.1 Recording	Audio cuts off in the last 30 seconds due to a compression error

Name	John Smith	
Signature	X John Smith	
Role	Tutor	
Date	10/05/2025	

### **Observation Records**

Observation Records are mandatory for certain T Level Technical Qualifications, and must be completed and uploaded where provided.

When a student completes a recorded presentation or discussion, the observing tutor must complete the Observation Record.

The form should be completed based on an individual student's performance, not for multiple students within a group discussion.

If provided, this document is mandatory for marking.

### **Employer-Set Project Observation Record**

(Task 1.4 Presentation)

8715-30 T Level Technical Qualification in Management and Administration

8715-033 Employer-Set Project

Candidate name	Joe Bloggs
City & Guilds candidate No.	ABC1234
Date	10/05/2025

Provider name	Test Centre
City & Guilds Provider No.	999990

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

### Evidence of core knowledge and skills being applied to the brief

- Business, commercial, financial awareness
- Project management
- Applying logical approach to problem solving

### Presentation technique and use of technical language

- Good use of specific business terms, engaging the audience, keeping eye contact.
- Good explanations of information from the slides.

### Communication with the audience

- Used both verbal and non-verbal communication
- Confident delivery and clear language.

### **Observation Records**

### **Employer-Set Project Observation Record**

(Task 1.4 Presentation)

8715-30 T Level Technical Qualification in Management and Administration

8715-033 Employer-Set Project



Provider name

City & Guilds Provider No.

Test Centre 999990

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

### Evidence of core knowledge and skills being applied to the brief

- Business, commercial, financial awareness
- Project management
- Applying logical approach to problem solving

### All text boxes must be filled

### Presentat on technique and Peaston and length and

- Good us of specific business terms, engaging the audience, keeping eye contact.
- Good explanations of information from the slides.

### Communication with the audience

- Used both verbal and non-verbal communication.
- Confident delivery and clear language.

### Use of digital skills

- Rather simple design, in some slides there is too much text
- Used some visuals but there are no icons, pictures etc.

Tutor questions to candidate	Candidate responses
What approach did you take to planning, and can you explain why?	Created a summary of SWOT analysis, identified possible solution based on that analysis.
You have outlined in detail the risks you anticipate from your proposed business solution, what process did you take to determining these risks?	- Based on the probability what can happen Research information of competitors
You outlined briefly how your proposed solution meets the aims of the brief. Can you tell me the reasons why you think the proposal is best suited to meets those aims?	- Based on improving the rating - Subsections of the rating

### Any other aspects

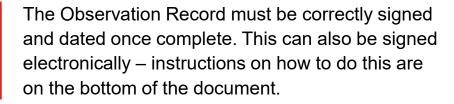
Information included - relevant to the task.

Good timing - 18 minutes from 20 allocated.

Confident answers for the questions, good knowledge.

utor signature	Date
X John Smith	10/05/2025
ompleting electronically, double click next to the 'X' to add a	n electronic signature once the record is finalised.

All text boxes must be filled in with reasonable and accurate detail.





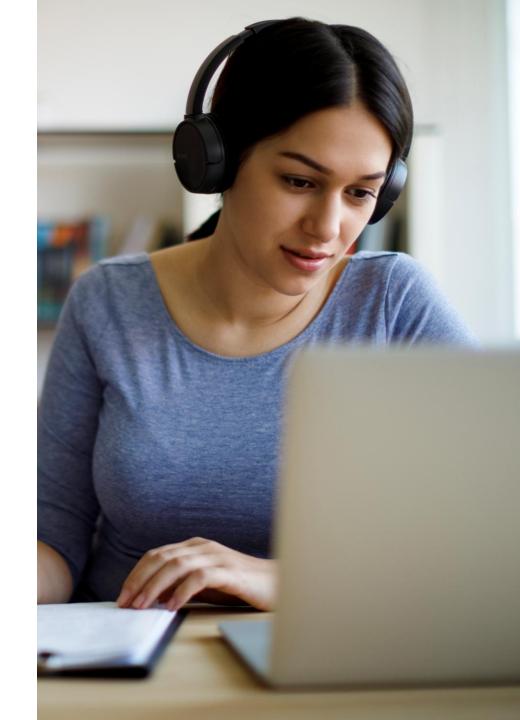
Use of Artificial Intelligence (AI)

# **Use of Artificial Intelligence (AI)**

The purpose of the Employer-Set Project is to reflect the students' own abilities at responding to and generating evidence for the tasks.

Al misuse constitutes malpractice, which may result in malpractice sanctions for the student involved.

Centres should ensure that students are aware of the guidance on the use / misuse of Al.



### How can students use Al?



All may be used by a student as a source where use of the internet is allowed for a research task or where production of evidence is allowed outside of controlled/supervised conditions.



The relevant Employer-Set Project assessment pack/guidance will support you with information on what is permitted for each assessment. The student must be able to demonstrate that the work is their own.



Where students use AI, they must acknowledge its use and show clearly how they have used it. How students have decided to use it could impact on the overall mark they are allocated.

### What is Al misuse?

Al misuse is where:

- a student uses AI in an assessment where this is not allowed.
- a student uses AI in an assessment where internet use is permitted but fails to appropriately reference it.

Al misuse constitutes malpractice as defined in the <u>JCQ Suspected Malpractice</u>: <u>Policies and Procedures</u> document.

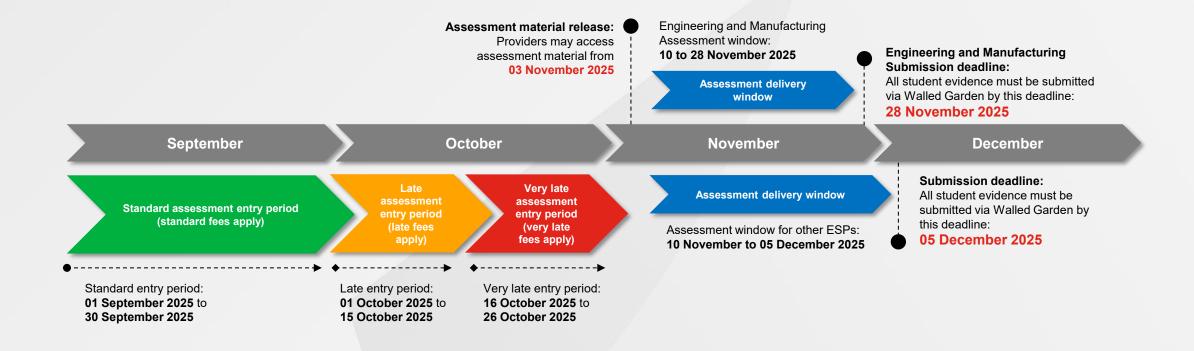
We encourage centres to read and reference this guidance. The malpractice sanctions available for the offences of 'making a false declaration of authenticity' and 'plagiarism' include disqualification.



Uploading student evidence

#### **Submission deadlines**





You can upload evidence at any point during the assessment delivery window.

## Preparing evidence for upload: top tips

All student evidence must be appropriately titled before being uploaded to Walled Garden to make it clear what each file contains and which student it belongs to. Each piece of evidence must be uploaded in a separate file. Ensure files are not password protected and are not corrupted.

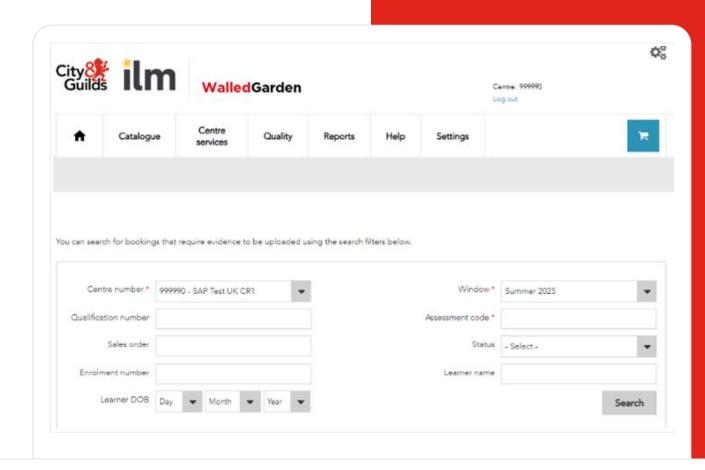
Evidence must have a file name that clearly indicates the content of the document (City & Guilds enrolment number / assessment code / task / type of evidence).

KXL0136 8715-033 Task 1.2 PID.docx	05.05.2025	John Smith	Word	302 KB	1.2: Project Initiation Doc	Delete
KXL0136 8715-033 Declaration of Authenticity.docx	05.05.2025	John Smith	Word	211 KB	Declaration of authenticit	Delete
KXL0136 8715-033 Evidence Checklist.docx	05.05.2025	John Smith	Word	300 KB	Evidence checklist *	Delet
KXL0136 8715-033 Task 1.1 Analysis and research.docx	05.05.2025	John Smith	Word	44 KB	1.1: Investigate the proje	Delete
KXL0136 8715-033 Task 1.3 Plan.xlsx	05.05.2025	John Smith	Excel	16 KB	1.3: Project planning 🗶 🤏	Delet
KXL0136 8715-033 Task 1.3 Statement.docx	05.05.2025	John Smith	Word	172 KB	1.3: Project planning 🗶 🤏	Delet
KL0136 8715-033 Task 1.4 Observation Form.docx	05.05.2025	John Smith	Word	120 KB	1.4: Presentation 🗶 🤏	Delete
scan_upload_01	05.05.2025	John Smith	PowerPoint	518 KB	1.4: Presentation 🗶 🦠	Delete
KXL0136 8715-033 Task 2.1 Email.docx	05.05.2025	John Smith	Word	78 KB	2.1: Collaborative proble	Delete
KXL0136 8715-033 Task 2.1 Observation Record Form.docx	05.05.2025	John Smith	Word	130 KB	2.1: Collaborative proble	Delet

### **Walled Garden**

All Employer-Set Project evidence is uploaded through Walled Garden:

- Log into Walled Garden
- Select Centre Services
- Select Evidence Management
- Make sure you choose the correct academic window, which in this case would be autumn 2025
- Input the Assessment Code to see a list of all students
- If you need to find a specific student, input their Enrolment Number into the Enrolment number box or their name into the Learner name box
- Click Search



### **Walled Garden**

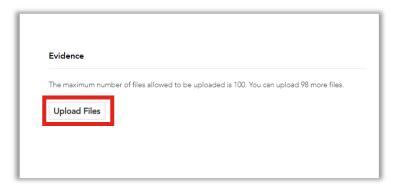
Walled Garden will generate a list of all the students in the cohort. Click on the student you are uploading evidence for.

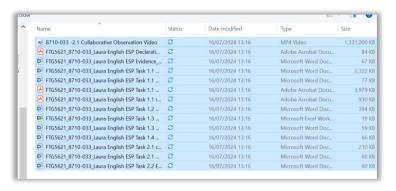
If you can't see the student on the list, it is possible they don't have an entry. If this is the case, you must contact our Customer Support team to make the entry.

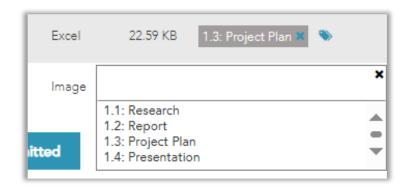
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3020	FTG5656	JOE COOKE	Submitted
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3030	FTG5717	HALEEMA CARNEY	Submitted
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3040	FTG5754	TAMARA MAROOF	In Progress
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3050	FTG5864	LIZ ATKINSON	Submitted
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3060	FTG5644	AMY HARTLEY	In Progress
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3070	FTG5621	LAURA ENGLISH	In Progress
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3080	FTG5827	ANTHONY CULLEN	In Progress
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3090	FTG5705	BETHANY GARBUTT	In Progress
8710-30	8710-033	Core: Employer- Set Project	Summer 2025	0114119868- 3100	FTG5815	JORDAN MCARDLE	In Progress
	8710-30 8710-30 8710-30 8710-30 8710-30	8710-30 8710-033  8710-30 8710-033  8710-30 8710-033  8710-30 8710-033  8710-30 8710-033  8710-30 8710-033	8710-30         8710-033         Set Project           8710-30         8710-033         Core: Employer-Set Project	8710-30         8710-033         Set Project         2025           8710-30         8710-033         Core: Employer-Summer 2025           8710-30         8710-033         Core: Employer-Set Project         Summer 2025	8710-30         8710-033         Set Project         2025         3020           8710-30         8710-033         Core: Employer-Set Project         Summer 20114119868-3030           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3040           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3050           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3050           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3070           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3080           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3080	8710-30         8710-033         Set Project         2025         3020         FTG5656           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3030         FTG5717           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3040         FTG5754           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3050         FTG5864           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3060         FTG5644           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3070         FTG5621           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3080         FTG5827           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3090         FTG5705           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3090         FTG5705           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3090         FTG5705	8710-30         8710-033         Set Project         2025         3020         FTG5656         JOE COOKE           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3030         FTG5717         HALEEMA CARNEY           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3040         FTG5754         TAMARA MAROOF           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3050         FTG5864         LIZ ATKINSON           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3060         FTG5644         AMY HARTLEY           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3070         FTG5621         LAURA ENGLISH           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3080         FTG5827         ANTHONY CULLEN           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3090         FTG5705         BETHANY GARBUTT           8710-30         8710-033         Core: Employer-Set Project         Summer 2025         0114119868-3090         FTG5815         JORDAN

### **Uploading evidence**

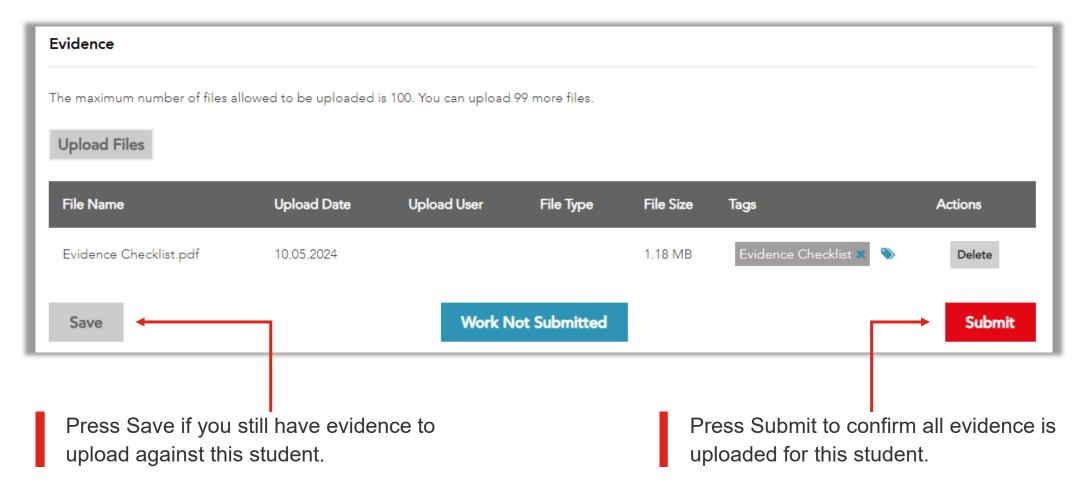
- Click 'Upload Files'. Go to the relevant folder on your device. Select the necessary file, or press Control + A to upload all files. Press Open to start uploading.
- Please note: large files such as videos will take considerably longer to upload, and speed will depend on your bandwidth, so please be patient. Please ensure that videos are the right size/format.
- Each piece of evidence uploaded must then be assigned a tag for the relevant assessment task that it relates to.







# Saving and submitting

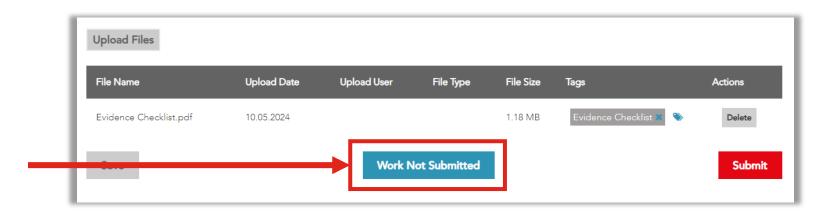


You will not be able to upload additional evidence after pressing Submit, so please ensure that all required documents are uploaded.

### **Work Not Submitted**

If the student has not completed any work for the assessment, they must be entered as Work Not Submitted within Walled Garden. You don't need to submit any documents to confirm this.

The Work Not Submitted button is found at the bottom of the student's Walled Garden upload page.



If the student has withdrawn or disengaged with the assessment midway through the qualification, all existing evidence and a completed Declaration of Authenticity must still be uploaded if available, as this will still be marked. Before marking a student as Work Not Submitted, ensure that you are confident that all available evidence has been uploaded, and there is nothing additional to upload for this student.





## What happens next

#### **Pre-marking checks**



Once a student's evidence has been submitted, we perform a number of internal premarking checks to support you in ensuring that everything has been submitted correctly, the evidence is complete, and video or audio files play as expected. We do this to identify issues as early as possible, before the evidence is marked.

Our Centre Operations team will contact you regarding any issues.

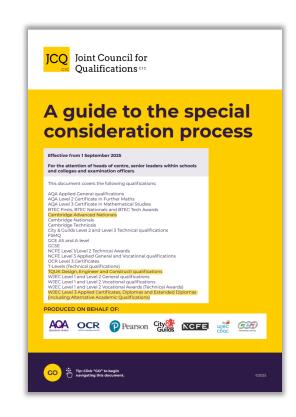


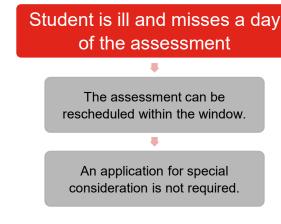
#### **Marking**

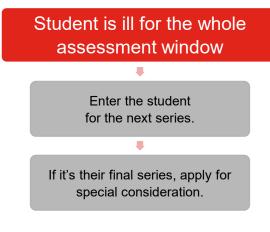
When pre-marking checks are complete, the evidence is sent for marking. We may still need to contact you throughout this process if the marker identifies any issues or requires additional evidence.

## **Special Consideration**

- ➤ We apply special consideration in accordance with the <u>JCQ guidance</u>.
- ➤ When requests are received, it's not possible to reply to everyone, however, we will inform the applicant if we must reject an application.
- ➤ After results are issued, the tariff or estimated mark applied may be identified by comparing the mark breakdown to the results slip.
- ➤ The Special Consideration application form can be accessed here: City & Guilds Application for special consideration







The video is reviewed by the centre, and the sound is missing

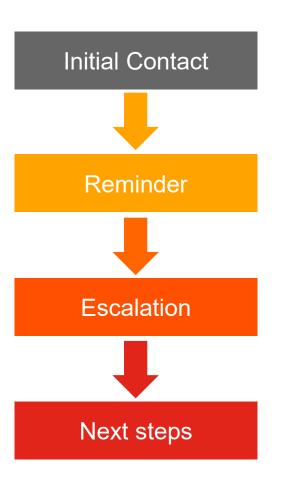
Special consideration can be applied for but is not guaranteed.





## Our contact process if evidence issues are identified

We will contact the nominated persons from your centre, first by phone and then following up with email confirmation, to attempt to resolve the evidence issues in a timely manner. We ask that the issues are resolved within two working days. Please work with our Centre Operations team to manage the resolution of any issues.



We will contact your Exams Team and T Level Lead as soon as we identify an issue with a student's evidence, asking for resolution within two working days.

If we have had no response or resolution of the issue, we will remind you again after the two working days, including your Quality Nominee in communications.

Failure to action the previous requests will lead to a further communication to your Senior Designated Contact.

If there is an ongoing lack of response, we may need to escalate this further internally.



Resources available for support



Resources and support hub



Home > T Levels > Resource Hub

#### Resources and support hub

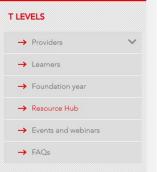
Welcome to the Resource and Support Hub for T Level Technical Qualifications.

Here you'll find a range of teaching, learning and planning resources for tutors as well as information and support regarding approval, quality assurance, registration, bookings, timelines, fees and communications for all staff.









## Support and guidance

There are a number of support resources which are available for you:

- > T Level Resource Hub
- > T Level Information for Providers
- Centre document library
- Assessment resources and guidance can be downloaded from the <u>T Level Service Portal</u>

### **Contact Us**

Contact our Centre Operations team for queries related to evidence submissions (via Walled Garden), including submission requirements, and guidance to use the platform.

If you encounter any issues with submitting evidence or the special consideration form through the designated platform, please reach out to Centre Operations at your earliest convenience so we can provide support where possible.

**E**: centreoperations@cityandguilds.com

**T**: 01924 930 800

Contact our Customer Support team for registrations and entries support:

**E**: customersupport@cityandguilds.com

**T**: 01924 930 800

