



**WORKING WITH
CITY & GUILDS**

**INTERNATIONAL CENTRE GUIDE
5TH EDITION**



FOREWORD...

Thanks for choosing City & Guilds. We believe that skills can change a person's life. This belief is at the heart of everything we do, it's about tapping individual potential to help people develop the skills they need to succeed in the global community – and put them to use wherever their dreams take them.

Backed by a Royal Charter, we've been shaping skilled workforces since we were founded in The City of London in 1878. Our rich heritage has taught us to be as agile and responsive as the organisations we help to grow. That's why we continue to develop new products and services that bridge the physical and digital worlds, to power quality skills development across the globe.

The City & Guilds Group is about more than skills, or qualifications, or jobs however, we exist to make sure that people are prepared to contribute to successful businesses and thriving economies, not only today but also in the future.

We have regional offices and representatives in many parts of the world recognising the importance of education internationally and providing support to training providers, employers and governments locally.

The Group is made up of other businesses including:

CITY & GUILDS KINEO – a leading workplace learning company, which helps employers to drive business performance through education and technology.

ILM – which develops high quality leadership and management skills and supports individual career progression and business growth.

THE OXFORD GROUP – provides courses, workshops, masterclasses and one-to-one coaching for leadership development and executive coaching.

In this guide you will find everything you need to become approved as a City & Guilds Centre and for your learners to become some of the 2 million people worldwide who are currently working towards a City & Guilds qualification.

Our commitment is that we put you, our customer first.

Best wishes
City & Guilds International



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1. INTRODUCTION

1.1 About the centre guide

The City & Guilds International Centre Guide will explain what is required to offer City & Guilds products and services in your organisation. The guide applies to all centres operating outside the United Kingdom.

A FEW BASICS ABOUT US FIRST

City & Guilds offers a range of products and services, mainly in vocational and technical education. One of our traditional strengths is the development of qualifications to ensure people learn skills that are work relevant and recognised by employers. A key part of these qualifications are assessments which are designed to measure the practical skills and knowledge of learners.

City & Guilds is recognised in this role by a number of governments and regulators, we are often referred to as an 'awarding organisation', which means we have the authority to award certificates to learners that have successfully completed the requirements of our qualifications. For the most part, the delivery and assessment of our qualifications is done through our world-wide network of training organisations which we call approved centres.

This guide will help you understand what is required to become a City & Guilds approved centre and to provide on-going guidance and support in the delivery of those qualifications.

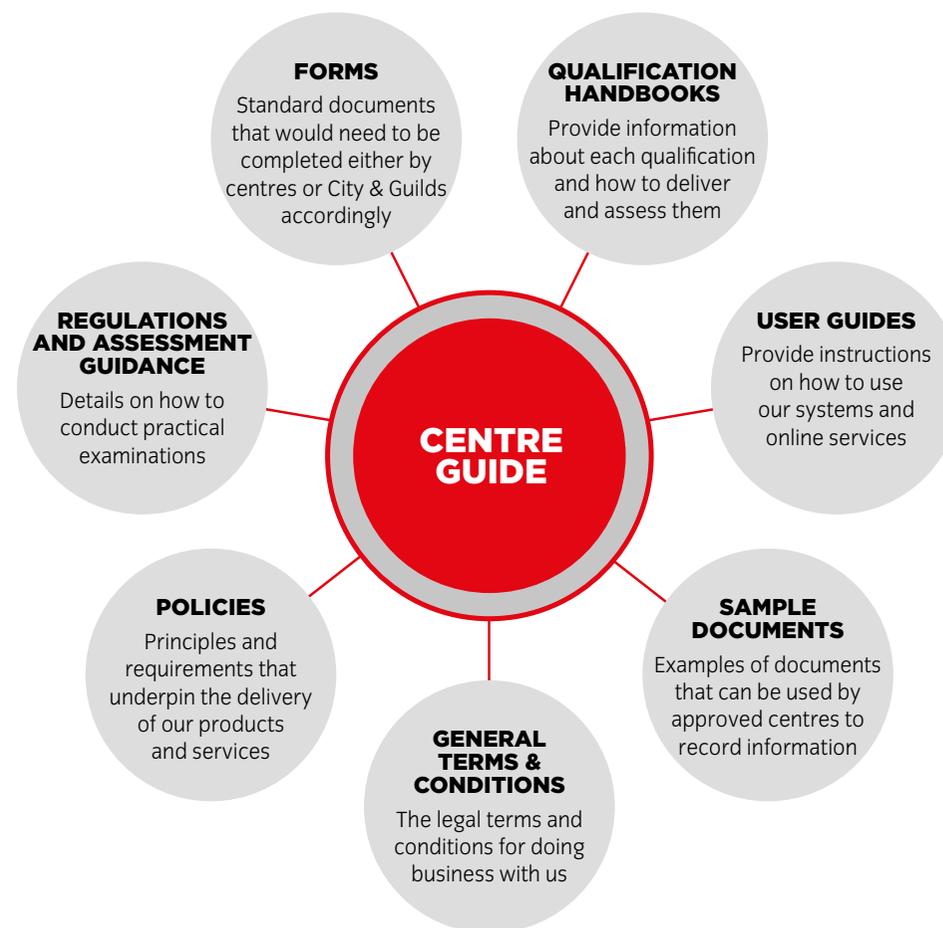
We have a quality assurance system that underpins our qualifications. It is essential that all centres follow the requirements in this guide to ensure that all City & Guilds approved centres use the same standards, assessments and verification methods across the world. This guide will explain this quality assurance system and the various roles and responsibilities of our centres. We will also set out the policies, procedures and terms and conditions that form the basis of the relationship between our organisations.



1.2 How the Guide is structured

The centre guide is the key document that describes the relationship between City & Guilds and its approved centres. There are also other documents linked to the centre guide which set out our requirements and which provide more detailed information and assistance to approved centres.

The diagram below shows the different types of information available and their purpose. These can all be found on the City & Guilds website [here](#)





1.3 Definitions

Before we get started, a quick introduction to some of the language we use...

WHEN WE SAY...	...IT MEANS
Approval Process	The process all organisations go through in order to become an Approved Centre or to become approved to deliver specific Qualifications.
Assessment	The process through which evidence is judged by an approved person to determine the knowledge, understanding or competence of a Learner. Assessment can take many forms ranging from formal examinations to demonstrating and recording practical skills.
City & Guilds	That's us! We design and develop vocational qualifications including the assessment methodology and quality assurance systems to support course delivery and assessment. We also issue the all-important certificates to Learners achieving the requirements of a unit or Qualification.
Centre	That's you! An organisation (such as a school, college, training provider or workplace) that has been approved by us to deliver Qualifications to Learners.
Internal Quality Assurance	The internal process in the Centre which supports the planning and monitoring of training delivery and assessment to ensure it is of good quality, valid, reliable, sufficient and consistent.
External Quality Assurance	The external validation carried out by City & Guilds on a centres internal quality assurance to improve quality and ensure compliance with standards and reliability of assessment.
Learners	People that have registered with a Centre to undertake Qualifications – also sometimes known as 'candidates' once registered with City & Guilds.
Qualification	A City & Guilds programme of study which the Centre is approved to offer and which, when successfully completed by a Learner, will lead to a (City & Guilds) certificate.
Qualification Handbook	The document which provides information on how to deliver and assess the Qualification. It includes information about the structure of the Qualification (e.g. units), levels, assessment methodology, equipment and entry requirements.



1.4 Products and services

We offer a range of services and solutions to help our centres deliver high-value training and assessment.

SERVICE	WHAT IS IT USED FOR?
Qualifications	We offer qualifications across many sectors and industries. Our standard qualifications are designed to ensure learners develop work relevant and internationally transferable skills. Most of our qualifications can be adapted to different environments and are supported by teaching and learning materials.
Accreditation of training programmes	Accreditation provides a flexible way of getting a City & Guilds mark of quality for the training you've already put in place – whether as a training provider, employer or government. Our quality assurance consultants will evaluate and review your existing learning programme to identify how accreditation will support it. You will receive expert support and guidance to ensure your training programme meets City & Guilds required standards, quality assurance approach and assessment of learning outcomes. We will review your learning programme annually to ensure it continues to meet the required quality standards.
Online resource materials	A wide range of materials is available to support learning and training delivery such as sample lesson plans, schemes of work, sample tests, presentations and in-class activities.
Online Portfolios	Rather than working with paper portfolios, our web-based e-portfolio system provides an easy to use and efficient way for learners and assessors to capture all their relevant course materials, work and records.
Training	City & Guilds offers programmes and qualifications designed to develop the skills of people involved in the delivery of training, assessment and quality assurance. Our programmes provide essential knowledge and practical skills for anyone involved in training and assessing, regardless of subject or industry.
Advisory	Advisory services are where our quality assurance consultants provide on-site practical guidance on how to improve training, assessment and internal processes, documentation and standards. The visits can cover a range of topics from general advice on meeting centre/qualification approval criteria to working on specific areas of operation that need further attention to develop and improve quality.



2. GETTING STARTED AS A CENTRE

2.1 Centre approval

City & Guilds requires all organisations that deliver our Qualifications to be approved. Why? City & Guilds represents the highest standards in work-related skills based training and assessment. In order to maintain these standards we need to ensure that any organisation delivering our Qualifications has the necessary personnel, systems and facilities to provide effective training and assessment. The Approval Process is where we review this capability and includes a site visit to confirm that the training organisation meets the required standards. The approval process has five simple steps.

1**Pre-approval advice and support**

We will provide advice and support to help you decide which qualifications you want to offer.

2**Approval application**

You provide us with information about your organisation.

3**Approval checks and External Verifier visit**

We will review your application and arrange an onsite visit to check quality standards.

4**Approval decision**

Based on the approval checks, we will determine if you meet the required standards at that time.

5**Approval confirmation**

If you meet the required standards, you'll become an approved centre.

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WORKING
DAYS



More detail about what happens in each of the steps is provided in the table below...

STEP	WHAT HAPPENS?
1	<p>Pre-approval advice and support</p> <p>We work with you to help you understand City & Guilds and the products and services you may want to offer. We will provide advice and support to help you make a decision about working with us.</p>
2	<p>Approval application</p> <p>Once you decide you want to work with City & Guilds, we need you to provide information about your centre. You will also need to submit details of at least one qualification that you plan to deliver at your centre. We require a completed Centre Approval (CAP) Form, and at least one Qualification Approval (QAP) Form to start the approval process. Fees relating to the approval application will need to be paid at this time. By submitting an application, you will be agreeing that, if we approve you as a Centre, you will comply with our policies, requirements and our terms and conditions.</p>
3	<p>Approval checks and External Verifier visit</p> <p>We work with you to learn more about your organisation and whether you have the quality assurance processes, system, people/capability and equipment needed to effectively deliver our assessments and qualifications. This process involves a site visit of at least half a day where we will review the information you have supplied and consider the facilities, personnel and equipment that you plan to use.</p>
4	<p>Approval decision</p> <p>Based on the information you supply and the outcome of the site visit we will determine whether or not (at that time) your organisation meets the standards required to deliver City & Guilds qualifications. We will aim to notify you within 30 working days.</p>
5	<p>Approval confirmation (you are ready to go!)</p> <p>If your organisation meets the approval requirements we will confirm that you have been approved to offer City & Guilds qualifications and send you a welcome pack. You can start registering learners and commence delivery of the qualifications.</p> <hr/> <p>Or Withheld due to Action Plan</p> <p>Where there is insufficient evidence to satisfy the qualification approval and assessment criteria, we may provide an Action Plan outlining what needs to be developed further and the date by which improvements need to be made.</p> <hr/> <p>Or Declined</p> <p>If a centre does not have sufficient Quality Systems in place, that wouldn't be corrected even with the help of an Action Plan, the application can be declined.</p>



2.2 Approval of additional qualifications

If your centre is currently approved by City & Guilds and you wish to offer additional qualifications, you will only need to apply for approval of these additional qualifications. You will need to complete a Qualification Approval (QAP) Form. You do not have to resubmit an application for centre approval (CAP). The qualification approval process checks that your centre has the necessary teaching, training and assessment expertise, resources and facilities to effectively deliver the qualification. This is particularly relevant to qualifications that require specialist equipment or technical expertise.

2.3 Approving alternative locations

If your organisation comprises of a number of sites and/or assessment takes place in different locations, the approval process and the required on-going quality assurance may be grouped or linked. You must have one main centre and a formalised central system for the purposes of management, administration and quality assurance. The other locations where assessment occurs will be categorised by us as either:

ALTERNATIVE LOCATION TYPE	...WHICH MEANS
Assessment site	<p>A location which is considered part of the main centre and sufficiently close to enable a quality visit to occur on the same day as the main centre. It may be part of the same organisation such as a separate campus or department of a college or a separate organisation that is coordinating assessment with the main centre.</p> <p>An assessment site will be considered part of the main centre for approval and quality assurance purposes. The main centre must be prepared to accept full responsibility for ensuring the quality of the assessment and/or examination processes across all assessment sites. If one of the assessment sites fails to comply with the approval criteria, the approval status of the centre as a whole will be affected</p>
Sub-centre	<p>A centre which is considered operationally and/or geographically separate from the main centre yet is working with or has common ownership, administration or governance with the main centre. A sub-centre will normally have its own physical and staff resources and is usually in a different district, city or country to the main centre.</p> <p>For the purposes of approval and quality assurance, the sub-centre will be treated as a separate entity and will need to go through the centre approval process as well as the main centre. The main centre must be prepared to accept some responsibility for the quality of the assessment and/or examination processes across its sub-centres. If one of the sub-centres fails to comply with the approval criteria, the approved status of the main centre may be affected.</p>



2.4 Approval period

City & Guilds approval is granted on a continuous basis. However, we will conduct a centre review each year, during which we will check that your centre continues to meet our ongoing Quality Assurance requirements and the Minimum Fees Threshold in order to continue approval. See section 4.7 for further information on the Minimum Fees Threshold.

If centre approval is withdrawn, you will no longer be able to submit registrations, claim certificates for learners on any City & Guilds qualifications, or use the City & Guilds logo. We will, however, work with you to ensure that the learners that have already registered are given sufficient time to complete their qualification(s) or if more appropriate, support the affected learners to be transferred to another approved centre.



3. WORKING WITH US

3.1 Our qualifications

City & Guilds offers a variety of qualification types so that there is something for everyone – from those starting out in their careers to senior managers and master craftspeople.

3.1.1. Qualification types

Here's a brief introduction to the types of qualification we offer...

QUALIFICATION TYPE	...WHICH ARE
Vocationally Related Qualifications (VRQs) and International Vocational Qualifications (IVQs)	Focussed on developing practical skills and the underpinning knowledge required in many occupational areas. They are designed to prepare and develop people in work roles and often prepare learners to progress into employment or further study. The flexible structure ensures they will appeal to individuals in full-time or part-time education as well as staff who need continuing professional development (CPD). VRQs are designed predominately for the United Kingdom market but are used in many other countries whereas IVQs are designed specifically for international markets.
National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs)	Designed primarily for use in the United Kingdom and are usually undertaken in the workplace. A key part of the qualification is that learners demonstrate that they understand and can successfully complete work-related tasks. Learners keep a record of what they do and know which builds up into a portfolio. This is used to prove that they can meet all the requirements of the qualification and is part of the assessment carried out by an approved assessor.
International English Qualifications	These qualifications develop skills in the English language. All are aligned to the Common European Framework of Reference for Languages (CEFR) and designed for those who want to use the English language to work, study and travel around the globe.
Leadership and management qualifications	Offered by the Institute of Leadership & Management (ILM) (a professional membership organisation and part of the City & Guilds group), these qualifications are designed to provide learning about leadership and management techniques suitable for new and aspiring managers through to experienced senior managers.



3.1.2. Qualification levels

City & Guilds qualifications have levels assigned to them which indicates the level of difficulty of the qualification and helps employers, training providers and governments understand the extent of a learner's knowledge, understanding and skills. Our qualifications range from basic (Entry level) through to professional level (Level 8) allowing learners to continuously develop their skills within their chosen career.

The table outlines the most commonly used titles for City & Guilds' qualifications by level although their content and/or size may vary.

The introduction of national qualification frameworks in many countries is influencing the development of vocational and technical training. These frameworks enable qualifications to be classified by level to help comparability with other qualifications in different industries. As an awarding organisation registered in the United Kingdom, most City & Guilds qualifications are linked to the frameworks of the United Kingdom. We often align our qualifications to the frameworks of other countries to determine those that are equivalent or closely related.

Some of our qualifications are also aligned to international frameworks such as the Common European Framework of Reference for Languages (CEFR).

LEVELS	CITY & GUILDS	COMPARABLE ACADEMIC
8	Fellowship (FCGI)	Doctorates
7	Membership (MCGI) Post Graduate Diploma	Masters degrees
6	Graduateship Associateship (ACGI) Graduate Diploma (Engineering)	Bachelor degrees
5	Affiliateship (AFCGI) L5 Vocational IVQ Advanced Tech. Diploma Full Technological Diploma (FTD)	Foundation degrees
4	Licentiate'ship (LCGI) L4 Vocational Higher Certificate/ Higher Level Study Skills	Certificate of Higher Education
3	L3 NVQ/SVQ/Vocational IVQ Technician Diploma IVQ Advanced Diploma	A level
2	L2 NVQ/SVQ/Vocational IVQ Technician Certificate IVQ Diploma	GCSE Grade A*-C
1	L1 NVQ/SVQ/Vocational IVQ Certificate	GCSE Grade D-G
E	Entry Level Vocational Skills Proficiency/ Skills Foundation	



3.1.3. Qualification structures and assessment

There is a Qualification Handbook for each City & Guilds qualification which provides details about its structure and content. The structure is mainly made up of units, descriptions of combinations of units that may be required, acceptable assessment methods and any restrictions to the qualification. The handbook also sets out any additional requirements to that specific qualification and covers practical matters for each unit such as the recommended number of learning hours (guided and notional learning hours) and the credits associated with the units (if applicable).

The assessment methods associated with each unit and the qualification are important and they determine the quality assurance model that is required at your centre. In general terms, assessments can be divided into two types:

ASSESSMENT TYPE	RELEVANT SECTION OF CENTRE GUIDE	HOW IS IT ASSESSED?	WHO IS INVOLVED? (Internal and External Quality Assurance) - See next section
Practical	3.3	Competence based assessment where evidence of a learner' skills and knowledge must be demonstrated. This often requires learners to complete work that may include assignments, projects, reflective accounts, witness testimonies and being observed by their assessor. For detailed requirements see Regulations & Guidance for practical assessments	Assessor, IV, EV
Theory	3.4	In general, these are examinations that are externally set and marked to assess the knowledge and expertise of learners. Examinations can be paper-based or online and include a variety of question types such as multiple-choice or 'short answer'. Answers can be written or spoken depending on the requirements of the qualification. For detailed requirements see Regulations for the conduct of examinations	Invigilator, Interlocutor, Auditor, Examiner

The type of assessment used will determine who needs to be involved and what internal and external quality assurance approach is used. This is discussed in the next section.



3.2 Our quality assurance system

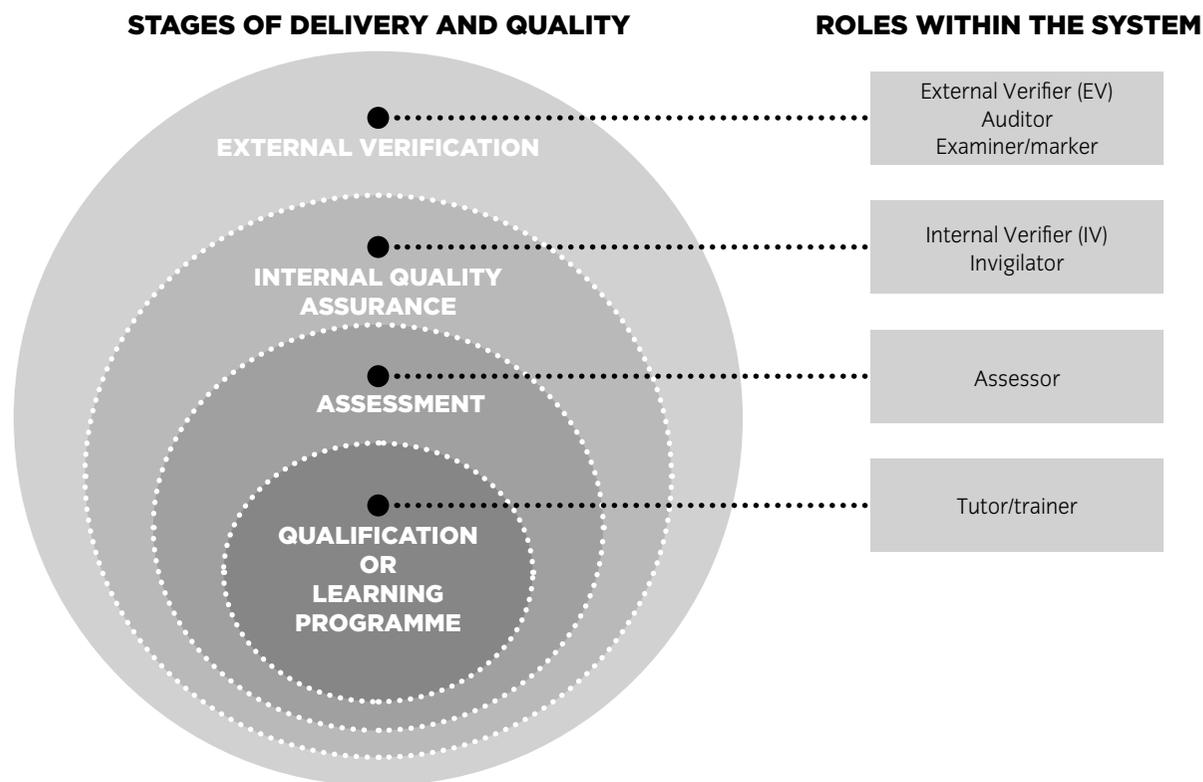
Quality assurance forms an integral part of an education system. It provides learners, employers and society with confidence that the learners completing qualifications have the skills and competence needed for employment, to meet industry standards or for further education. It is also an essential part of ensuring that assessments are taken fairly and in a consistent way both within a centre and across different centres regardless of the country where they operate.

3.2.1. Quality assurance structure and levels

City & Guilds is renowned for providing qualifications focussed on the skills and knowledge required for work. This reputation is based on a quality assurance system that ensures excellence in training delivery and robust assessment delivered through its international network of centres.

The system is based on a number of levels each managed by people in clearly defined roles:

- learning is planned according to the requirements of the qualifications;
- assessment is made in a planned, fair and consistent way;
- assessment and assessment decisions are monitored and confirmed by Internal Quality Assurance (IQA) within the centre;
- learning delivery, assessment process, decisions and the internal quality assurance system are independently checked by City & Guilds through External Verification.





3.2.1. Quality assurance structure and levels

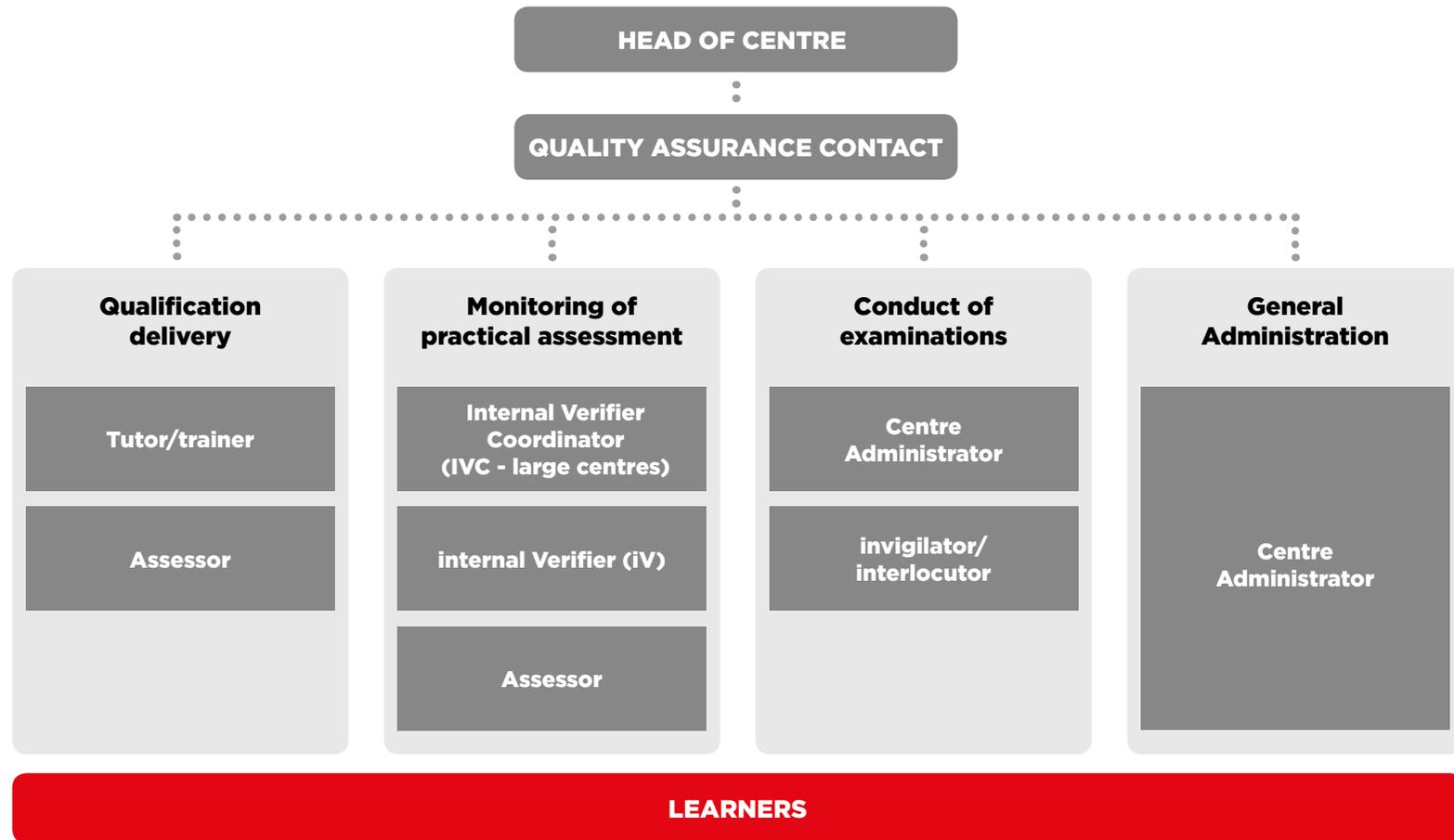
More detail about these levels of delivery is provided in the table below...

STAGE	...AND ITS PURPOSE
Qualification or learning programme	Training programmes that meet the requirements of a qualification – based on sound planning, training delivery and monitoring of learner progress and understanding.
Assessment	The measurement of learners' knowledge or competencies in a planned, valid, fair, reliable and consistent manner.
Internal Quality Assurance	Internal processes within the centre to ensure training is delivered effectively and that assessments are planned and carried out consistently and in line with the qualification assessment strategy, both during and at the end of training programmes.
External Verification	External and objective confirmation of internal quality assurance and assessment by City & Guilds. The aim of this process is to support centres, to monitor that all regulations and requirements have been met and that assessment is valid, fair, reliable and consistent.



3.2.2 Roles and responsibilities

For everything to work as it should, a number of roles are required as part of an approved centre setup:





More information is provided in the table below about the responsibilities of each centre role and the key activities they will be involved in. Some of these roles can be filled by the same person.

ROLE	DESCRIPTION AND RESPONSIBILITY	KEY ACTIVITIES
Head of Centre	The person responsible for the overall management of the centre and the services delivered.	<ul style="list-style-type: none"> ▪ leadership of the centre. ▪ overall management control of operations. ▪ planning and resource management.
Centre Quality Assurance Contact	The person responsible for overall quality assurance of all City & Guilds qualifications being delivered within the centre. They are usually a member of the senior management team and ensure that the management, administrative and quality assurance systems are properly maintained throughout the centre. They are the senior contact point for City & Guilds on all quality related matters.	<ul style="list-style-type: none"> ▪ set centre policy on quality assurance. ▪ ensure quality assurance procedures are implemented correctly and consistently across the centre. ▪ coordinate work of IVs. ▪ lead internal communication on quality issues and activities to promote continuous improvement. ▪ organise external quality visits and inspections. ▪ oversee administration of qualifications and assessments to ensure compliance with required policies and procedures.
Tutor/ Trainer/ Teacher	The person who delivers training and facilitates learning. They are sometimes the same person as the Assessor on the programme.	<ul style="list-style-type: none"> ▪ plan and deliver training that meets the requirements of the qualification. ▪ prepare learning and support materials. ▪ facilitate individual and group learning. ▪ monitor learner commitment and progress.
Assessor	The person who is a subject matter or topic expert who is responsible for making assessment decisions about learner work.	<ul style="list-style-type: none"> ▪ plan assessments to meet the requirements of the qualification standards and guidance. ▪ ensure learners are aware of the assessment approach and requirements for production and presentation of evidence. ▪ carry out assessments and make assessment decisions. ▪ provide constructive feedback to learners. ▪ participate in standardisation processes.

Continued...



ROLE	DESCRIPTION AND RESPONSIBILITY	KEY ACTIVITIES
Internal Verifier (IV)	<p>The person responsible for quality assurance of one qualification or group of qualifications. This is achieved by monitoring the work of Tutors and Assessors to ensure they are applying the standards/ syllabus consistently and correctly. They have often been tutors or assessors in the past and have a detailed understanding of the programme and the subject matter and this experience and knowledge is important to guide and support tutors and assessors. The IV must always be a different person to the Tutor and Assessor to protect independence.</p> <p><i>Note: This role is sometimes referred to as Internal Quality Assurer (IQA) by other parties.</i></p>	<ul style="list-style-type: none"> overall responsibility for the application of quality standards for the programme or qualification. monitor training delivery and assessment practice. provide advice and feedback to Tutors and Assessors on their performance. identify how training delivery, learning and assessment can be improved. carry out sampling of assessed work to ensure the requirements of the programme have been met and that the assessment decisions are fair and consistent. lead standardisation activities to ensure accuracy and consistency of assessment between Assessors.
Internal Verifier Coordinator (IVC)	<p>The person responsible for the coordinating the activities of IVs across a range of programmes or qualifications. This role usually only exist in large or multi-qualification centres with more than one IV. This role could also be undertaken by a senior or lead IV.</p> <p><i>Note: This role is sometime s referred to as Quality Assurance Coordinator (QAC).</i></p>	<ul style="list-style-type: none"> overall responsibility for the application of quality standards across a range of programmes or qualifications. coordinate work of IVs to ensure it is rigorous, effective, efficient and consistent monitor performance of IVs and provide feedback. standardisation of work between IVs.
Invigilator	<p>The person responsible for the conduct and integrity of examinations, whether written, online or practical. The Invigilator must always be a different person to the Head of Centre and Tutor for that qualification to protect independence. Sometimes invigilators are appointed by the centre and sometimes by City & Guilds directly depending on the regional quality assurance policy.</p>	<ul style="list-style-type: none"> ensure examinations are conducted in accordance with examination regulations. record learner attendance, conduct identification checks (where required) and observe the time allotted for the examination. protect the security and integrity of question papers immediately before and during the examination. ensure that all exam administration documentation is complete and accurate and that scripts are collected immediately after the examination and dispatch organised to City & Guilds for marking.

Continued...



ROLE	DESCRIPTION AND RESPONSIBILITY	KEY ACTIVITIES
Interlocutor	The person responsible for facilitating spoken or oral examinations. This role is commonly used for spoken English examinations and may be appointed by the centre or City & Guilds depending on the regional quality assurance policy.	<ul style="list-style-type: none"> ▪ manage the interaction in the exam and facilitate the learner's performance in accordance with exam guidelines. ▪ ensure that timings are adhered to as accurately as possible. ▪ ensure that all exam administration documentation is complete and accurate.
Centre Administrator	<p>The person responsible for the efficient and effective processing of administrative matters in support of the learning and assessment processes to ensure compliance with both centre and City & Guilds documentation and requirements.</p> <p><i>Note: This role was previously referred to as "Exam Secretary"</i></p>	<ul style="list-style-type: none"> ▪ process learner registrations, exam bookings, results submission (practical assessments) and issue/ distribution of results and certificates. ▪ secure storage of learner records and exam materials. ▪ organisation of examinations in accordance with City & Guilds regulations. ▪ coordinate work of invigilators and interlocutors. ▪ main point of contact with City & Guilds for operational matters.

Continued...



3.3 Roles and responsibilities for external Quality Assurance activities

There are also a number of key roles that City & Guilds employ to undertake external Quality Assurance activities.

ROLE	DESCRIPTION AND RESPONSIBILITY	KEY ACTIVITIES
External Verifier (EV)	<p>The person who undertakes external quality assurance visits to support a range of activities from centre and qualification approval to audit and monitoring of centre performance. EV's also provide support and guidance to centres to improve training delivery and assessment practice. They will have an appropriate level of knowledge and expertise for the qualifications that they quality assure.</p> <p><i>Note: This role is sometimes referred to as External Quality Assurer (EQA)</i></p>	<ul style="list-style-type: none"> ▪ make approval visits and recommendations to confirm that organisations can satisfy the approval criteria. ▪ undertake visits to ensure that all assessments for City & Guilds qualifications are fair, valid, consistent and meet the requirements of the qualification. ▪ provide support and guidance to centres and in particular IVs and Assessors. ▪ support IVs to plan and monitor assessment to ensure it is valid, fair, reliable, accessible and non-discriminatory. ▪ monitor internal quality assurance sampling and support provided to assessors. ▪ carry out observation of IVs working with assessors. ▪ review assessment, IV and assessment records. ▪ check claims for certification to ensure they are authentic, valid and supported by auditable records. ▪ maintain records of centre visits and audit activity and report back to City & Guilds. ▪ confirm that centres have implemented any corrective actions required (if required as part of an action plan). ▪ moderate centre assessed written exam results.
Auditor	<p>The person responsible for conducting centre visits to check compliance with City & Guilds quality assurance policies and to ensure examinations are conducted in accordance with regulations. Audits can either be announced (centre notified beforehand) or unannounced.</p>	<ul style="list-style-type: none"> ▪ audit the overall management and administrative systems and internal quality assurance arrangements. ▪ approval visits/recommendations (where appropriate) to confirm that potential examination centres satisfy the approval criteria. ▪ visit centres to check the conduct and integrity of City & Guilds examinations including the security of exam papers and observation of the examination. ▪ maintain records of centre visits and audit activity and report back to City & Guilds.
Examiner/Marker	<p>The person that marks exam papers against a set of criteria to test learner's knowledge or proficiency. The examiner is usually a subject matter expert in the qualifications for which they undertake this role.</p>	<ul style="list-style-type: none"> ▪ receive completed exam scripts and mark against assessment criteria. ▪ finalise marks by section and overall paper. ▪ identify and report any evidence of malpractice.



3.4 Practical assessment

Practical assessment can take many forms such as the completion of practical assignments or the observation of learner performance. Regardless of what assessment type, it is essential that evidence of successful performance is collected and documented in an organised way. This means that everyone can see that the process for assessing practical skills is fair, valid and reliable. This, in turn, ensures that the certificate awarded to successful learners is valued and respected.

The below table outlines the Programme/qualification delivery and quality assurance activities for practical assessments.

	PROGRAMME PLANNING	TRAINING DELIVERY	ASSESSMENT	INTERNAL VERIFICATION	EXTERNAL VERIFICATION	RESULTS AND CERTIFICATION
Roles and key tasks	<p>Tutor/Assessor: Plan course delivery and assessment plans</p> <p>Internal Verifier (IV): Provide advice / support and coordination of plans</p>	<p>Tutor: Deliver training, mentor and support learners</p>	<p>Assessor: Monitor learner progress; Conduct assessments (marking if internally assessed) during and at the end of the qualification; Provide feedback to learners</p>	<p>Internal Verifier (IV): Sampling to review assessment decisions with feedback to assessors; Standardisation to ensure consistency in assessment and to provide updates and reflect on progress</p>	<p>External Verifier (EV): Check centres internal quality assurance processes and procedures; Provide support, guidance and feedback to centres</p>	<p>Centre: Finalisation of results for submission to City & Guilds</p> <p>City & Guilds: Confirmation of results and issue of certificates</p>
Documents and support materials	<ul style="list-style-type: none"> ▪ qualification handbook ▪ programme plans ▪ assessment plans 	<ul style="list-style-type: none"> ▪ teaching and learning materials 	<ul style="list-style-type: none"> ▪ e-Portfolios ▪ assessment documents and records 	<ul style="list-style-type: none"> ▪ quality assurance policies and procedures ▪ IV sample plans & records 	<ul style="list-style-type: none"> ▪ quality assurance policies and procedures ▪ EV plans & reports 	<ul style="list-style-type: none"> ▪ notification of results and certificate

The detailed requirements on how practical assessments must be conducted are contained in the **Regulations & Guidance for practical assessments**. Some of the key topics covered by the regulations are discussed in the following sections



3.4.1. Sampling

It is the responsibility of the IV to plan and ensure that assessors undertake practical assessments in accordance with the assessment requirements described in the Regulations & Guidance for practical assessments and relevant qualification handbook. In a small centre or learning programme with only a few learners undertaking a qualification, it may be possible for the IV to confirm every single assessment decision. In most cases, IVs must plan and select a representative ‘sample’ of work undertaken by each assessor for review. The sample selected for review should be representative and must consist of material from different types of:

- C**andidates/Learners – e.g. different ages, ethnic origin, gender, language
- A**ssessors – e.g. occupational experience, workload, qualifications, experience at the centre
- M**ethods of assessment – e.g. questioning, observation, recognised prior learning, marking of projects, assignments, skills tests
- E**vidence – e.g. written statements, assignments, projects, exam results
- R**ecords – e.g. assessment plans, assessor reports, learner records
- A**ssessment site – e.g. work environment, training environment, assessment location

Samples based on ‘CAMERA’ will differ in size according to the numbers of learners, the experience of the assessors, the location of the assessment etc. The selection of learner work and assessment records for sampling in each category must be planned to ensure that all types and variables are reviewed over time and so the sample is representative. The basis for selecting this sample is called the “sampling strategy” and must be documented in your centre records. The planned sample must be decided in advance and recorded on a sample plan. Once sampling has taken place, what has been sampled and the outcome must be recorded and feedback provided for assessors. The EV will ask to see all IV records so they must be detailed, clear and auditable by an external person.



3.4.2. Standardisation

The key responsibilities of the IV are to ensure accuracy, validity, fairness and consistency in the assessment approaches, methods and decisions taken in the centre. Standardisation is the overall term for activities used initially by IVs to ensure that assessors have a common understanding of the requirements in any qualification and then for comparing and moderating the assessments carried out.

Standardisation should start as soon as a new programme or qualification is approved. The IV must work with tutors and assessors to agree a common approach to delivering the programme and the work that a learner has to do to meet the assessment requirements of the qualification.

On-going standardisation, as the programme or qualification progresses, will also involve IVs, tutors and assessors monitoring learner progress and reviewing a selection of assessments as a team. A number of activities and methods can be used to compare learner and assessor work such as peer review, assessors judging evidence together or re-assessing each other's learners. IVs must keep detailed records of all standardisation activities their teams carry out and of outcomes from the standardisation. EVs will ask to review these records.

3.4.3. Records and documentation

The IV must maintain detailed, accurate and up-to-date records for the qualification(s) for which they are responsible. Records may take many forms and may either be paper-based or computerised but they must be held securely and be available immediately on request. An integral part of the EV's activity will be the review of assessment and verification records so IVs must maintain at all times sufficiently detailed records to demonstrate what assessment and quality assurance work has been done, how, when, where, by whom and why.



3.4.4. External verification of practical assessments

One of the most important ways in which City & Guilds maintains the quality assurance of its centres is by arranging monitoring visits by EVs. The purpose of the visit is to monitor your centre's performance against our approval criteria and the requirements of qualifications.

One of our quality team or the EV will contact the Centre Quality Assurance Contact before the visit to plan and agree the visit schedule. This will include confirming who the EV wishes to see and what evidence and documentation they will want to review during the visit. During the visit the EV will usually cover the following:

- check that the previous action plan has been implemented;
- inspect a range of evidence to confirm that approval criteria is still being met;
- observe assessments and sample learners' work;
- talk to learners, tutors, assessors and IVs;
- examine internal verification and assessment records;
- check claims for certification.

At the end of the visit the EV will complete a report, which may include an action plan. The report will focus on the four key areas of activity:

- management and administration systems;
- physical and staff resources;
- assessment;
- quality assurance

Whilst there is a need to check compliance, external verification is meant to be a constructive process whereby City & Guilds works with you collaboratively to provide useful advice and to support you to develop and improve your centre.

If there are serious concerns or issues with the centre highlighted within the report, City & Guilds may impose appropriate sanctions until the concerns are resolved and the centre is able to operate in line with City & Guilds' quality requirements.



3.5 Examinations

Many of our qualifications include the requirement for learners to sit a formal examination with question papers prepared and marked by City & Guilds. These examinations are designed to test the (theoretical) knowledge, understanding or expertise of learners and are often summative in nature, meaning that they test overall learning towards or at the end of the qualification process.

PROGRAMME/QUALIFICATION DELIVERY AND QUALITY ASSURANCE ACTIVITIES FOR EXAMINATIONS

	PROGRAMME PLANNING	TRAINING DELIVERY	ASSESSMENT (EXAMINATION)	AUDIT	MARKING	RESULTS AND CERTIFICATION
Roles and key tasks	Tutor: Plan course delivery and preparation for assessment	Tutor: Deliver training, mentor and support learners	Invigilator: Oversee conduct of exams Interlocutor: For spoken English exams	Auditor: Check conduct of exams	Examiner/Marker: Mark completed exam scripts; Identify and report any evidence of malpractice	City & Guilds: Confirmation of results and issue of certificates
Documents and support materials	<ul style="list-style-type: none"> qualification handbook programme plans assessment plans 	<ul style="list-style-type: none"> teaching and learning materials 	<ul style="list-style-type: none"> conduct of examinations 	<ul style="list-style-type: none"> quality assurance policies and procedures including conduct of examinations 		<ul style="list-style-type: none"> notification of results and certificate



Examinations can take different forms, either paper-based or online, short-answer or multiple-choice. The date of the assessment may be fixed by City & Guilds (Dated exams) or on a date selected by the centre (On Demand exams). In all cases, examinations must be held under controlled conditions to minimise the risk of malpractice. Exam materials (if paper-based) must be held securely to avoid the risk of exposing exam questions.

The detailed requirements on how examinations must be conducted are contained in the **Regulations for the conduct of examinations**. Some of the key topics covered by the regulations are...

TOPIC	...AND THE TYPE OF INFORMATION PROVIDED
Facilities	How to ensure that the premises used for the examination are fit for purpose, secure and quiet. For online testing, how IT equipment is set up in a way that is fit for purpose and secure.
Security	How to securely store exam papers (where the examination is paper-based and administered by centres) and ensure that packets of question papers remain unopened until the day of the exam (unless City & Guilds advises otherwise).
Invigilation	How to conduct the exam including preparation of the exam room, management of learners and handling of exam materials.
Administration	How to complete examination documentation and forms such as those confirming learner attendance or their identity.

Theory based assessments require learners to be booked in advance for a specified exam session. Examinations must occur on the date and time specified during the exam booking process and the learners that sit the exam must be the same as those booked (additional learners or substitutes are not allowed).



3.5.1. External quality assurance for examinations

As part of its external quality assurance system, City & Guilds will arrange for Auditors or EVs to audit centres that conduct theory examinations. These Exam Audits will be arranged either on a sample basis or for every examination depending on the region in which the centre operates and the types of examination that are held. Exam Audits can be announced (prior notice given to the centre before the examination) or unannounced (no prior notice given).

The purpose of audits are to ensure that examinations are conducted in accordance with the Regulations for the Conduct of Examinations to protect the integrity of the examination process. Auditors or EVs will observe how exams are conducted and monitor invigilator performance. If there are irregularities found during the visit, the centre and/or any of its assessment sites or sub-centres may be sanctioned. Depending on the seriousness of the issue the centre may either be left with an agreed action plan to complete within a timeframe or approval withdrawn.

In some cases, City & Guilds will appoint invigilators (and interlocutors) that are independent of the centres to manage examinations. This will depend on the region and types of exam that are being held.

3.5.2. Marking

City & Guilds will mark theory examinations, independent of the centre, which forms an important part of the external quality assurance system. Where the examination contains written answers, these are marked by examiners who are subject matter experts based on model answers and guidance prepared by City & Guilds. Multiple choice items are often computer marked.

The marks given by examiners are subject to moderation and statistical analysis to ensure consistency in marking before being finalised as results/ grades.



3.6 Compliance

Our quality assurance requirements are contained in this Centre Guide and the following related documents, approved centres must comply with these requirements at all times:

- regulations & Guidance for practical assessments; and
- regulations for the conduct of examinations

Code of Conduct - we expect centres to adhere to our Code of Conduct. We expect centres to be courteous and professional in all communications and apply this code of conduct in all dealings with the Quality Teams, and allocated EVs.

With regards to EVs, this means:

- enabling them to carry out their activities openly and honestly
- providing timely evidence that will enable them to report honestly, fairly and accurately on a centre's assessment and quality assurance provision
- working with them to minimise disruption and bureaucracy
- taking all reasonable steps to ensure their health and safety while on centre premises
- maintaining positive relations and dialogue
- raising any concerns about their activity with them, promptly and appropriately
- respecting their right to observe practice and quality assure assessment, and to talk to staff and learners as and when they need to
- ensuring EVs are accompanied by centre staff during any activities or interactions with children, young people and vulnerable adults

This Code of Conduct must be adhered to and failure to follow it may affect a centre's approval.



3.6.1. Withdrawal and suspension of approval

Centre and qualification approval is granted on a continuous basis. However, in some circumstances City & Guilds may have to withdraw or suspend centre or qualification approval before the end of an approval period. Our general terms 1.1 provide a comprehensive list of circumstances where withdrawal or suspension may occur. These may be summarised as where a centre (or any related assessment site or sub-centre):

- has not complied with the centre guide or related regulations;
- has not complied with specific qualification requirements;
- is subject to any findings of irregularities of malpractice or has major deficiencies in the assessment process;
- has failed to remedy any actions or sanctions issued by City & Guilds within the prescribed time;
- has done anything which adversely affects the reputation of any member of the City & Guilds Group.

City & Guilds may decide to suspend approval for a period of time. This means that the centre will no longer be able to register new learners or receive certificates. Suspension is usually used in circumstances where there is an investigation in progress into quality assurance concerns or to allow time to remedy compliance breaches. You have the right to appeal against the withdrawal or suspension of approval, unless the suspension/withdrawal is on financial grounds.



4. ADMINISTRATION

4.1 Online services

Here's a quick introduction to some of the systems we use for administration...

SYSTEM	WHAT IS IT USED FOR?
Walled Garden	A secure online administration system used to register learners on qualifications, book examinations, submit results and view information about qualifications and results. The Walled Garden has a number of different user profiles to extend or restrict access depending on the requirements of the centre. Click for more
e-volve	An online examination platform which allows tests to be held whenever is most convenient for you and your learners 24 hours a day, 365 days a year. Performance feedback for multiple choice tests can be provided within seconds. Tests can even be offered in environments without a permanent internet connection. This platform is only available for some types of assessment. Click for more
Smartscreen	The system provides online resources to tutors, assessors and learners to support learning and training delivery. A wide range of materials is available such a sample lesson plans, schemes of work, sample tests, presentations and in-class activities. Click for more
Learning Assistant	An e-portfolio system used to manage Learner portfolios online. Rather than working with paper portfolios, learners and assessors can access an online portfolio that contains all their relevant course materials, work and records. Learners upload evidence to the system allowing those involved in the learning process to plan, assess, give feedback, sample and finally complete the qualification. Click for more
e-Certificates	An online invigilation and certification management system. Certificates can be viewed online as a pdf copy. The system is also used to manage the invigilation of high security tests that require checks of learner identification. Click for more



4.2 Ordering

4.2.1 Order types and methods

There are a number of types of transaction used by approved centres to process learner information and order products and services from City & Guilds, including:

- learner registration – used to register learners on our programmes and qualifications;
- exam bookings – used to enter learners for paper-based and online exams;
- results entry – used to submit results from practical assessments;
- publications and online resources – used to order books and access online teaching and learning resources.

These transactions, referred to as orders, can be placed in three ways:

ORDER METHOD	WHEN USED?
Online (Walled Garden)	The standard and most common method of placing orders is online via our secure ordering system – Walled Garden. Centres with order access are able to key-in and submit orders, which follow a similar approach to other e-commerce systems
EDI (Electronic Data Interchange)	The Walled Garden will also accept electronic files from centres with order information in a prescribed (comma delimited) format. This method can be used to create a learner record, register a learner, make an exam booking and submit results. Files are uploaded into the Walled Garden and validated with any errors being notified immediately.
Electronic forms	For centres unable to use the Walled Garden or EDI to submit orders, we offer an alternative solution. The Electronic S Form can be used to submit orders electronically to City & Guilds. These forms should be used only if the above alternative methods are not available.



4.2.2. Learner enrolment numbers

When learner details (e.g. name, date of birth and gender) are supplied to City & Guilds for the first time, a unique learner enrolment number will be issued. This lifelong identification number should be quoted for all future activities with City & Guilds. Enrolment occurs only once for each learner. The seven digit (three alpha, four numeric) enrolment number is the primary means by which City & Guilds stores records of achievement.

If it is found that a learner has two enrolment numbers, or any details are incorrect, please contact City & Guilds in writing so that the learner records can be merged or amended. Please note that learner enrolment numbers cannot be given out to anyone over the telephone.

4.2.3. Learner registration

For many City & Guilds qualifications, registration of the learner is mandatory before any other activities can be processed for that learner (such as submitting results from practical assessments). Registration (where required) must be completed within 30 days of a learner commencing the course or programme. To submit a registration for a qualification you will require the following details for each learner:

- enrolment number (if one already exists for the learner);
- full name;
- date of birth;
- gender

Validity of registration

Learner registrations are specific to a qualification and valid for a defined period which is usually three years (but shorter if the last certification date for the qualification is sooner).

When a learner's registration has expired, the centre will need to re-register the learner again using the same enrolment number.



4.2.4. Exam bookings

There are several different types of examination offered by City & Guilds. Some international regions may have deadlines different to those below to allow additional time for processing and delivery of exam papers:

EXAM TYPE	BOOKING REQUIREMENTS
Dated exams	Exam bookings for dated exams (or dated-entry exams), whereby City & Guilds determines the exam date, must be received by the 7th day of the month before the exam date. E.g. For a June exam, entries would have to be made by the 7th of May.
On Demand exams	On-demand examinations can be taken at any time provided the booking is made at least 14 (calendar) days prior to the exam date.
Online exams (e-assessment test)	Computer based tests are becoming a popular alternative to paper-based exams and are now being offered in an increasing number of qualifications. Learners registered for a qualification where there is an e-assessment test will automatically be eligible for testing with our e-assessment platform e-evolve. Tests (including re-sits) are scheduled directly on the Walled Garden up to half an hour before the start of the test. For more details on e-assessment, please refer to www.cityandguilds.com/evolve

Booking deadlines and late entries

Any exam bookings for paper-based examinations made after entry deadlines are considered late entries. Late exam entries will only be accepted in exceptional circumstances at the discretion of City & Guilds and will incur late entry fees.

Additional learners

Centres may not add or replace learners on an exam booking after the entry deadline for the assessment has passed unless agreed in advance with City & Guilds. Any additional scripts received back for learners not included on the exam booking will not be marked and a result will not be issued.

Where City & Guilds has permitted a learner to be added to the Invigilation Certificate on the day of the examination without a valid entry, an additional charge will be made in addition to the normal entry fee.



4.2.5. Results entry

This order method is used to submit learner results from practical assessments. Orders must show the correct qualification code and assessment numbers with the mark or grade as appropriate.

Results can only be entered once the learner has completed the requirements of the relevant unit. Under no circumstances can results be submitted prior to the learner completing the unit.

Centres must notify City & Guilds immediately of any results claimed in error and comply with the action specified. Any results notifications and certificates related to the error must be returned so that they can be invalidated and/or amended where necessary.

4.2.6. Publications and online resources

Many City & Guilds qualifications are supported by teaching and learning materials. Logbooks (where available) are normally dispatched automatically as part of the learner registration process. Publications and access to online resources can be ordered through the Walled Garden.

4.2.7. Cancellation of orders

Learner registration, exam bookings and results entry orders will not usually be cancelled, or fees refunded, once processed unless to correct a genuine error. Another learner cannot replace an individual who was part of the original order. Any materials that have already been dispatched such as logbooks or exam materials must be returned to City & Guilds immediately if the order is cancelled.

An administration fee may apply if the request to cancel an order is received more than 2 working days after the date of original order.



4.3 Examination management

The proper administration of examinations is critical to safeguard the integrity of the assessment process and support efficient marking and issuing of results. Detailed requirements on how examinations must be conducted are contained in the Regulations for the conduct of examinations. The section below provides a brief overview of key processes and administrative procedures.

4.3.1. General

Examinations must be conducted at a location approved by City & Guilds. The administration and invigilation of examinations will vary by region, centre and qualification based on an assessment of risk and the practicalities of conducting the examination in a fair and efficient manner. For example, in some instances City & Guilds provides independent invigilators to supervise the examination and manage exam materials. In other cases, centres will manage the entire exam process including the appointment of invigilators.

The exam must be held on the date and time specified on the exam booking, unless authorised in advance by City & Guilds.



4.3.2. Exam materials

Materials for paper-based exams will vary depending on the requirements of the assessment. The most common types used are:

MATERIAL TYPE	WHAT IS IT USED FOR?
Question papers	Containing the exam questions to be answered by learners.
Answer booklet	Used by learners to record answers to exam questions and sometimes combined with the question paper. The learner will need to check that any pre-printed details are correct – or complete learner details on the front cover if these are not already printed.
Invigilation certificate (IC)	The invigilation certificate is compiled of multiple copies (white and yellow) and provides pre-printed details of the examination and the learners entered for the examination. The invigilator must complete and sign the IC including ticking the present indicator for all learners attending the examination. The bottom yellow copy of the IC must be retained for centre records and other copies returned to City & Guilds with all other materials for marking.
Multiple choice answer sheet (MA)	Used for multiple choice type question papers, the MA is a single page document where the learner records their chosen answers to questions. The examination details will also be printed on the MA and must not be altered.
Barcode labels	Where exams are marked online, barcode labels are supplied which need to be applied to the front of the Question paper/ Answer booklet to ensure that the correct script is processed for marking.

Where the examination is administered by the centre, materials should be received from City & Guilds no later than 10 working days before the exam date for a dated exam and no later than 5 working days before an On-Demand exam date. Any incorrect Learner details on exam materials must be amended on the Walled Garden.

Exam materials should be checked upon arrival and must be stored securely in a non-portable locked cabinet or room. Access to the secure storage will be authorised by the Centre Quality Assurance Contact and must be limited to those personnel directly involved in the exam management process.

Once the exam is completed, all materials (both used and unused) must be dispatched on the day of the examination, by courier or registered mail to the address specified by City & Guilds for marking.

Online invigilation

For some types of high security exam, additional procedures are required to meet exam regulations. In these cases, learner details including identification information and a photo will need to be uploaded into an online invigilation system.



4.4 Results and certificates

Results and certificates are issued in accordance with the regulations of the qualification. Some qualifications also include certificates of unit credit, which are issued upon successful completion of units within the overall qualification.

Results

Results are available in the online Walled Garden system within 24 hours of the result being confirmed by City & Guilds.

Certificates

Printed certificates are usually dispatched within one week of the result being confirmed. Online access to pdf versions of certificates is also available through the e-Certificates system.

Certificates may be held by City & Guilds where centre approval or relevant qualification approval has been suspended on quality assurance or financial grounds or an EV visit is needed to confirm the results of assessments.

For full certification in NVQ and SVQ qualifications covered by the UK regulatory framework, there must be at least a 10-week period between receipt of named registration and a claim for certification.

Certificates unclaimed by learners should be retained by centres for a minimum of 12 months and can either be destroyed after that time or returned to City & Guilds for disposal.

Replacement certificates

Replacement certificates requested within the first three months of a certificate being awarded are free if requested by the centre. After three months all requests will be subject to a charge. An administration fee may apply if the replacement certificate is issued to correct errors in the learner information originally supplied.

Learners may independently request additional or replacement certificates at any time. Applications for replacement certificates are only made online and the replacement certificate (or letter confirming results) will be dispatched directly to the learner. A fee will apply to provide certificate search and issue, which is payable in advance and non-refundable.



4.5 Updating approval information

Centre and qualification approvals are granted on the basis of information submitted by centres at the time of seeking approval and confirmed by an EV or Auditor on completion of a visit. If at any time during your period of approval there are changes to this information, you must notify us immediately. Failure to notify us of changes may result in withdrawal of centre and/or qualification approval.

4.6 Using the City & Guilds logo

Once you have been granted centre approval you may apply to use the City & Guilds Approved Centre logo on your website, stationery and promotional materials. To apply, you will need to email your centre number, centre name and centre address to logo@cityandguilds.com

We undertake a number of checks, and if all are satisfactory, the logo will be sent to you within 10 working days, along with the terms and conditions and licence for use.

We also reserve the right to request to view any artwork on which the logo has been used.

The logo is sent out as a full colour jpeg and eps, however if you require it in another format please indicate this in your email.



4.7 Fees

City & Guilds International operates an annual Minimum Fees Threshold for all centres. The Minimum Fees Threshold information is available from the General Terms (v 1.1) or from your local office.

As part of the annual review of each centre, any centre which does not meet the Minimum Fees Threshold for the previous 12 months will be required to pay the full Minimum Fees Threshold in order to continue being an approved centre for the next 12 months.

Typically we charge fees for the following activities:

- registration, exam booking, results entry and certification;
- centre approval fees;
- qualification approval fees;
- publications;
- access to online services;
- late entry fees;
- additional verifier or advisory visits;
- replacement certificates.

The currency that fees are charged in and the amount of the fees will vary by region reflecting the cost of delivering services and support.

Administration fees

Administration fees may be charged where:

- additional assistance is provided to centres to process orders such as correcting, reformatting or validating order information;
- the order volume is below a pre-agreed minimum threshold;
- City & Guilds provides resources to administer assessments such as invigilators;
- an order is cancelled or re-processed to correct an error or omission.

Refund of fees

Consideration to cancel and refund fees may be given to requests where orders have been made incorrectly – say on a different level or qualification. Applications for a refund must be received in writing by City & Guilds within one calendar month of the date of the original order.

Examination fees will be refunded only when the learner is prevented by accident or illness from taking an examination (medical certificate required).

Refunds approved by City & Guilds will be issued to the centre and not to the learner. The centre is therefore responsible for paying any refund due to the learner. If a credit note is issued, the value may be deducted by the centre from the next payment to City & Guilds.



5. POLICIES

5.1 Recognition of prior learning and assessment

Recognition of Prior Learning (RPL) is an assessment process that is used to determine if a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, skills and / or competence that they already possess and do not need to develop through a course of learning. It is appropriate for use where an individual's learning has not been formally recognised by City & Guilds or another Awarding Organisation.

[For further information please refer to the RPL Policy & Guidance Document here:](#)

5.2 Access arrangements and reasonable adjustments

We support equal opportunities in education, training and employment and are committed to ensuring that anyone who wants to gain one of our qualifications faces no unnecessary barriers in doing so. We encourage our centres to embrace a similar approach and provide equal opportunities to learners to access and succeed in achieving qualifications.

Assessment arrangements can also be varied, where standards permit, for learners with disabilities or learning difficulties. The nature of any special arrangement depends largely upon the qualification, the assessment strategy employed and must be agreed locally between the centre and EV. Any special arrangements must still ensure compliance with the overall requirements of attainment for the qualification and must not give unfair advantage over other learners.

Centres must contact City & Guilds in a timely manner for consideration to be given to setting up special access arrangements or for making reasonable adjustments to assessment. City & Guilds will advise on the processes to be followed with the assessment decision being at the sole discretion of City & Guilds.

IN PRACTICE, THIS COULD MEAN...

- making reasonable adjustments for learners with a disability or special needs to undertake assessments and complete courses;
- providing some additional classes, equipment, materials or facilities that assist access or learning for those with physical disabilities or learning difficulties.

Continued...



The sections below provide guidance for assessment of learners with visual or hearing impairment.

5.2.1. Assessment and quality assurance using the medium of Braille

Where Braille is used as the medium to present documentary evidence as part of a portfolio of evidence for a City & Guilds qualification, the EV must have confidence in the assessment and quality assurance process implemented by the centre to ensure quality assurance requirements are as rigorous for learners with visual impairments as they are for all other learners.

If the Internal or EV is not able to read/translate Braille, it is the centre's responsibility to ensure that an appropriately qualified person is made available to translate for the IV or EV. This person will need to demonstrate a proven level of competence in the translation of Braille in reading and writing to Grade II.

5.2.2. Hearing impaired learner evidence

City & Guilds may allow assessment in British Sign Language (BSL). Hearing-impaired learners who present their own written work will have the content of their work assessed, not their standard of English, unless they are being assessed for English or literacy skills, or the quality of English is stipulated in the standards or qualification criteria. A learner will not be penalised for the quality of English if s/he can demonstrate competence in order to obtain the unit/qualification.

Where the learner produces written material, either by hand or by computer, a transcript of the whole or part may be prepared if all or part of the material cannot be easily read. Alternatively, oral questioning of the learner can be undertaken.

The provision of support personnel and application for extra time for learners with hearing impairments is the responsibility of the centre to provide and obtain. It is also the centre's responsibility to ensure authenticity of a learner's work and to ensure that any special assessment arrangements do not give unfair advantage over other learners. Written materials will only be requested where it is a requirement of the standards or qualification criteria. Evidence other than written will be considered at all times, for example, witness testimony, questioning or the use of audio and visual devices.



5.3 Centre staff or registered invigilators undertaking a City & Guilds qualification

Any member of staff at a centre or a registered invigilator who wishes to sit an examination will need to contact their local City & Guilds office to obtain permission.

If a member of staff who is part of the assessment and internal quality assurance team at the centre is registered for a City & Guilds qualification, centres must inform its EV.

5.4 Complaints

...AGAINST CITY & GUILDS

Whilst we always try to ensure that City & Guilds staff, local examiners, visiting assessors and EVs carry out their duties in a professional and responsible manner there may be instances when a centre or learner is unhappy with their conduct or the service that has been provided. In these circumstances, an email or letter of complaint should be addressed to your local international City & Guilds office.

...AGAINST AN APPROVED CENTRE

Centres are required as a condition of approval to agree and operate a complaints procedure, which learners, Assessors/Tutors, IVs and employers can use in the event that they wish to challenge an appropriate aspect of the centre's operation.

The complaints procedure will:

- identify the person with whom the complaint is lodged
- state the form in which the complaint is made
- incorporate a complaints panel (or its equivalent) which is objective and independent
- make clear the times within which complaints may be lodged and must be decided.

Continued...



Example procedure...

The following arrangements are offered as an example of good practice.

If a learner wishes to complain, the complaint should be lodged within 20 days of the issue arising.
The centre:

- attempts to find a solution with the individuals concerned;
- if the complaint is unresolved, sets a date for the complaint to be considered by a complaints panel;
- if applicable, notifies the EV(s) that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaints panel;
- the complaints panel meets to consider the complaint within 20 working days of the centre receiving the complaint;
- the panel will ensure that it has full accounts from all parties involved;
- no-one involved in the original issue will be on the panel to ensure an objective viewpoint.

Centres will provide a system to support those making the complaint. The complaints documentation will be as simple as possible and the process efficient and transparent. If a learner still does not feel that their complaint has been satisfactorily resolved, they may complain to City & Guilds provided that the centre's own complaints procedure has been exhausted before City & Guilds is approached.



5.5 Conflicts of interest

The integrity of the City & Guilds' quality assurance system relies heavily on the independence of those involved in the assessment, internal verification and external verification roles. The centre must therefore disclose to City & Guilds any relationship or situation that has the potential, or could be perceived as having the potential, to undermine the impartiality of any person in these roles.

Conflicts of interest typically arise in situations where the other person...

- is a family member or relative
- is a business partner or has shared financial interests
- has provided gifts or benefits

For example, in smaller centres with few staff, family members may work together and may be in a position to assess and/or internally quality assure one another. This is not allowed unless agreed with your local City & Guilds' office.

5.6 Cross-border approval policy

The 'country of origin' is where a centre has its main approval. Centres wishing to deliver City & Guilds qualifications in a country other than the country of origin must apply for approval in the country of delivery, following the international quality approval processes. Approval applications must be submitted to the local City & Guilds quality team (in the country of delivery) who will also be responsible for providing on-going quality support. The quality team in the country of origin will be kept fully informed. This also applies to assessment site and sub-centres (see definitions section 2.3).

AN EXAMPLE OF THIS IN PRACTICE...

An approved centre in England wishes to deliver City & Guilds qualifications in Malaysia. The centre in England will be required to contact crossbordercentres@cityandguilds.com. From there the City & Guilds Quality team responsible for Malaysia would support the Alternative Location in the approval process for a new centre in Malaysia. The centre in England would be the Main Centre, while the proposed centre in Malaysia would be a sub-centre.



5.7 Electronic signatures

Where centres use electronic signatures, there must be sufficient security measures in place to ensure that IVs and EVs can authenticate the signatory. Access to electronic signatures must be password protected, restricted to the holder of the e-signature account and it must not be possible for any electronic signature to be applied to records without access through the secure login.

City & Guilds' local office must be informed immediately if any misuse of e-signatures is suspected including the people and records involved and action taken to maintain the integrity of the records. City & Guilds must be provided with access to any records deemed necessary to ensure the integrity of electronic signatures.

5.8 Infringement of examination rules

An infringement of examination rules by a learner or any irregularity in the conduct of an examination by an invigilator, local examiner or visiting assessor, may result in the examination being declared void by City & Guilds. Any document or certificate that has been issued on the result of such an examination may be recalled and cancelled.

5.9 Learners transferring to another centre

When learners transfer from one centre to another all assessment records must be transferred with learners to their new centre. The new centre must check registration details of learners that have been transferred. Centres must inform their local City & Guilds office if they have learners who have transferred from another centre.



5.10 Qualifications and assessments in a language other than English

City & Guilds offers some qualifications in languages other than English. In such cases, the language of delivery will be defined in the qualification handbook and will be stated on certificates issued in respect of the qualification.

For some English language qualifications designed for the workplace, assessment in a language other than English may be accepted provided the learner can properly perform the role that is defined by the qualification. Any such assessment approach must be approved in advance by City & Guilds.

In both cases, these types of qualification and assessment will not be recognised under United Kingdom regulated frameworks.

5.11 Qualifications and experience of key personnel

For internal quality assurance personnel, the centre must refer to the relevant Qualification Handbook for details of the qualifications and experience required to perform their role. It is the responsibility of the centre to ensure that they have appropriately qualified personnel to deliver training and carry out assessments.



5.12 Retention of records

Records, either paper-based or in electronic form, to be kept for a minimum of three years are:

- assessment plans, action plans and feedback reports;
- learner interview records;
- IV sampling plans, records and feedback reports;
- record of achievement/tracking documents.

The following points provide helpful information if a centre is considering using e-portfolios and electronic record keeping:

- there must be a clear assessment tracking system that enables an audit trail of the assessment and internal quality assurance process;
- the system must provide for up to date reports on learner progress, with facilities to enable the Assessor, IV and EV to input comments on the learner's progress and achievements to date;
- suitable arrangements for the archiving and backup of records must be in place in case of system failure;
- the content of the e-portfolio remains the property of the learner, but it is the responsibility of the centre to ensure that the e-portfolio and associated assessment records are available for viewing by the EV and City & Guilds;
- there will be a security system to restrict access to the system and prevent the changing of records and evidence by unauthorised people with access available only through the use of unique user passwords. There must be measures in place to ensure that evidence and assessment decisions are authentic;
- the system will enable evidence to be cross-referenced to the standards defined in the qualification;
- the system must be user-friendly for all system users, to allow such things as learners' paper evidence to be electronically added to the system via scanning or keyboard entry to the relevant units of the qualification, and video evidence, picture or scanned images, to be easily transferred;
- centres must train users and may consider the use of setting up an in-house technical support team.

Continued...



5.12.1. Documents and records the centre will hold

Below is a list of documents and records that centres must hold and keep up-to-date and which may be checked by City & Guilds at any time as part of the external quality assurance process:

CATEGORY	AND THE INFORMATION REQUIRED...
Learner records	<ul style="list-style-type: none"> ▪ details of learner (name, date of birth, contact details). ▪ City & Guilds enrolment number. ▪ their starting date at the centre. ▪ qualification registration (if required) including date of registration.
Practical assessment records (for each learner)	<ul style="list-style-type: none"> ▪ name of tutor(s) and assessor(s). ▪ name of IV(s). ▪ units, records of assessment – including who, what, where, when, how the assessment took place. ▪ assessment decisions. ▪ assessment plans, methods, reviews and feedback records. ▪ supporting evidence including portfolios, witness and assessor testimony.
Quality assurance records for practical assessments (general)	<ul style="list-style-type: none"> ▪ internal quality assurance strategy. ▪ quality development plan and staff development plan. ▪ staff records including CVs, CPD records and copies of relevant certificates. ▪ sampling strategy and plans. ▪ sampling records including details of what was sampled, when, the outcome. ▪ records of IV observations of assessors. ▪ records of IV feedback to assessors. ▪ minutes/notes of all standardisation activities undertaken. ▪ minutes/notes of all meetings held. ▪ EV reports.
Examinations	<ul style="list-style-type: none"> ▪ date and location of the assessment. ▪ name of invigilator(s). ▪ evidence of invigilator training. ▪ copies of signed invigilation certificates. ▪ seating plans. ▪ details of any malpractice or irregularities identified.



5.13 Enquiries & Appeals

...TO CITY & GUILDS

We always aim to establish excellent working relationships with our centres and learners. However, there are a number of possible situations where centres or learners may wish to make an enquiry relating to the following:

- Examination results;
- Decisions regarding qualification (approval risk) status;
- Decisions concerning the withdrawal or suspension of centre/qualification approval;
- Decisions, penalties and sanctions resulting from a malpractice investigation;
- Outcomes of applications for access arrangements or special consideration.

The initial stage of a query to City & Guilds on the above criteria constitutes an Enquiry. An Appeal can subsequently be requested on the outcome of the Enquiry. [For more information on Enquiries & Appeals to City & Guilds, please refer to the policy on the City & Guilds website.](#)

...TO AN APPROVED CENTRE

Centres are required as a condition of approval to agree and operate an appeals procedure for centre-marked assessment, which learners can use in the event that they wish to challenge an assessment decision. The appeals procedures must allow learners who are registered at the centre to challenge the outcomes of their assessment if they consider that the assessment has not been carried out properly. Learners might appeal on a variety of grounds, including:

- conduct of the assessment;
- adequacy of the range, nature and comprehensiveness of the evidence when set against the standards and evidence requirements of the qualification;
- adequacy of the opportunities offered in order to demonstrate competence or attainment.

The appeals procedure must:

- identify the person with whom the appeal is lodged;
- state the form in which the appeal is made;
- incorporate an appeals panel (or its equivalent) which is objective and independent;
- make clear the times within which appeals may be lodged and must be decided.

Continued...



EXAMPLE PROCEDURE...

The following arrangements are offered as an example of good practice.

If a learner wishes to appeal, the appeal is lodged with the Centre Quality Assurance Contact, within 20 days of the learner being notified of the assessment decision. Centre Quality Assurance Contact:

- attempts to find a solution with the individuals concerned;
- if the dispute is unresolved, sets a date for the appeal to be considered by an appeals panel;
- notifies the EV that an appeal has been lodged and gives details of how it will be heard, including the composition of the appeals panel;
- the appeals panel meets to consider the complaint within 20 working days of the Centre Quality Assurance Contact receiving the appeal;
- the panel will ensure that it has full accounts from all parties involved in the assessment;
- no-one involved in the original assessment will be on the panel.

As a final stage of the centre's appeal procedure for internally marked assessments, the centre may contact City & Guilds if the learner still does not feel their appeal has been satisfactorily resolved. An EV will review the assessment and make a judgement. City & Guilds may charge for this service. City & Guilds will not accept any further responsibility regarding learner appeals against assessment. A learner may, however, complain to the centre about the centre's appeals procedure.



5.14 Safeguarding

The term 'safeguarding' describes the broader preventative and precautionary approach to planning and procedures that are necessary to be in place, to protect people from any potential harm or damage (e.g. neglect, bullying, physical abuse, emotional abuse or sexual harassment and abuse). These types of learner may be at increased risk through factors such as stereotyping, prejudice and discrimination. They may also have impaired capacity to resist or avoid abusive behaviour.

City & Guilds recognises and supports the need to safeguard the interests of children, young people and vulnerable adults that are involved in our learning programmes. We encourage our centres to embrace a similar approach and provide a learning environment that is a positive one for these groups and therefore centre must, as a minimum, comply with the relevant legislation in the country in which they operate.

AN EXAMPLE OF THIS IN PRACTICE...

- making reasonable efforts when recruiting staff to ensure they are suitable for working with children, young people or vulnerable adults and that background checks are made if required by local government guidance or legislation;
- providing a code of conduct for staff as to what constitutes appropriate behaviour towards learners;
- ensuring there is a policy and procedure for confidentially reporting incidents of inappropriate behaviour towards staff or learners;
- providing additional support, where required, to young or vulnerable adult learners to access and succeed in learning programmes.

Concerns around safeguarding must be handled in manner similar to complaints with the centre dealing with issues raised internally. At the end of this process, if a learner still does not feel that the safeguarding matter has been satisfactorily resolved, they may approach City & Guilds.



5.15 Malpractice

City & Guilds expects centres to co-operate fully with any investigations into cases of suspected or actual malpractice. Failure to report suspected malpractice and/or co-operate with follow up activity can be construed as malpractice and may lead to sanctions up to and including the withdrawal of qualification and/or centre approval. Centre staff who discover or suspect malpractice must immediately report this to the Head of Centre. The Head of Centre is required to notify City & Guilds of all allegations or incidents of malpractice, actual or suspected within 10 working days of it being reported to them and prior to the commencement of any internal investigation activity.

MALPRACTICE INCLUDES, BUT IS NOT RESTRICTED TO...

- Centre - Failure to meet City & Guilds' centre and qualification approval requirements
- Centre - Influencing the assessment or certification process
- Centre - Failure to meet the requirements for the conduct of examinations
- Learner - Breach of examination or assessment rules, regulations and requirements.
- Learner - Inappropriate conduct during an examination/assessment session

Further guidance, including the Investigations Policy and Managing Cases of Suspected Malpractice in Examinations & Assessment documents, can be found on the City & Guilds website [here](#)



6. FORMS

Like many organisations we have a few forms that we require for you to complete so we can capture and process information in a consistent way. We try to keep form-filling to a minimum and provide assistance where we can to complete these forms accurately. The table below provides a list of key forms that we regularly use...

FORM	WHICH WE OFTEN ABBREVIATE TO...	COMPLETED BY	WHICH IS USED TO...
Centre Approval Application	CAP	Centre	Provides information about your organisation as part of the centre approval process including the evidence that you're able to meet our approval criteria to become an approved centre.
Centre Approval (Verification)	CAPV	EV	Records evidence captured during the site visit that forms part of the centre approval process and is completed by our EVs.
Qualification Approval Application	QAP	Centre	Provides information to support the approval process for a specific qualification or qualifications you wish to offer.
Qualification Approval (Verification)	QAPV	EV	Records evidence captured during the site visit that forms part of the qualification approval process and is completed by our EVs.
Centre Update	CU	Centre	Notifies City & Guilds of any changes to the information provided in your CAP, QAPs, or any previous CUs.
Visit Planner	VPL	EV	Completed by EV's before Verification visits, it specifies the details of the visit, including which assessments will be observed, and the evidence that will be inspected.
External Verification Report	EVR	EV	Used to capture information about centre performance against our Quality Assurance criteria.
Audit Visit Report	AVR	Auditor	Records the outcome of an Audit Visit to monitor the Requirements against the conduct of examinations.