



AMSPAR

Level 2/3 Award/Certificate/Diploma in Medical Administration (5519)

Assessment guide for Written Examinations, Assignments and Work Experience

Instructions for assessors and candidates

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

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About AMSPAR

AMSPAR is The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists. It was established in 1964 with the aim of creating and promoting appropriate qualifications, initially for those working as medical secretaries and subsequently for medical receptionists, administrators and practice managers.

AMSPAR works with City & Guilds, the UK's leading vocational awarding body, to provide a range of nationally recognised qualifications suitable for delivery as either full or part time study programmes. AMSPAR qualifications at Levels 2 and 3 are included in the 14 - 19 Diploma as additional / specialised learning.

AMSPAR website

Website	Address	Purpose and content
AMSPAR main website	www.amspar.com	This is the main website for finding out about qualifications offered by AMSPAR, accessing membership information and the discussion forum

Contacting AMSPAR by email

Please do not send urgent or confidential information to AMSPAR by email

email	Query types
info@amspar.com	General enquiries

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www.cityandguilds.com
October 2013
Version 2.0

Level 2/3 Award/Certificate/Diploma in Medical Administration (5519)

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1 Guidance for assessors

Award/Certificate/Diploma in Medical Administration

Introduction

City & Guilds have redeveloped the Level 2/3 Award/Certificate/Diploma in Medical Administration qualifications in collaboration with AMSPAR (the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists) to offer a more flexible, unitised and updated suite of qualifications that provide candidates with the understanding, knowledge and skills that will meet the special administration support needs of a range of health care providers such as general and medical and dental practices, hospitals, opticians and health authorities.

These qualifications are Vocationally Related Qualifications (VRQs) and are accredited as part of the Qualifications and Credit Framework (QCF).

This Assessment guide should be read in conjunction with the 5519 qualification handbooks which contain full details of centre and candidate requirements, unit content and additional information. These are available as free downloads from www.cityandguilds.com.

Full details of examination procedures, dates, times and deadlines for entering candidates for the tests can be found in the [City & Guilds catalogue](#).

Qualification structure and rules of combination

Rules of combination are used to define the structure of qualifications. The rules of combination specify the credits which must be achieved through a particular combination of units to gain a full qualification.

This section provides information about the full qualifications which may be awarded to candidates successfully completing the required combinations of units and credits for Levels 2 and 3, as shown in the tables overleaf.

Structure

To achieve the **Level 2 Certificate in Medical Administration (5519-01)**, learners must achieve **29** credits from the mandatory units

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
L/505/1245	220	Medical terminology (2)	6	Externally set and marked written test
H/505/1249	221	Administration skills in a medical environment (2)	8	Externally set assignment, locally marked and externally verified
T/505/1255	222	Communication skills in a medical environment (2)	6	Externally set assignment, locally marked and externally verified
M/505/1268	335	Medical principles for the administrator (3)	9	Externally set and marked written test

To achieve the **Level 2 Diploma in Medical Administration (5519-02)**, learners must achieve **38** credits from the mandatory units and a minimum of **11** credits from the optional units available.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
L/505/1245	220	Medical terminology (2)	6	Externally set and marked written test
H/505/1249	221	Administration skills in a medical environment (2)	8	Externally set assignment, locally marked and externally verified
T/505/1255	222	Communication skills in a medical environment (2)	6	Externally set assignment, locally marked and externally verified

D/505/1248	223	Working in the National Health Service (2)	9	Externally set and marked written test
M/505/1268	335	Medical principles for the administrator (3)	9	Externally set and marked written test
Optional				
A/505/1256	224	Work experience in a medical environment (2)	5	Mini portfolio of work placement evidence eg observation, work products, personal statement, diary
J/505/1258	225	Medical word processing (2)	9	Externally set assignment, locally marked and externally verified
L/505/1259	226	Production of medical documents from recorded speech (2)	6	Externally set assignment, locally marked and externally verified
A/502/4624	801	Spreadsheet software (1)	3	Externally set assignment, locally marked and externally verified
H/502/4553	802	Database software (1)	3	Externally set assignment, locally marked and externally verified
K/502/4621	803	Presentation software (1)	3	Externally set assignment, locally marked and externally verified
R/502/4628	804	Word processing software (2)	4	Externally set assignment, locally marked and externally verified
F/502/4625	805	Spreadsheet software (2)	4	Externally set assignment, locally marked and externally verified

M/502/4555	806	Database software (2)	4	Externally set assignment, locally marked and externally verified
M/502/4622	807	Presentation software (2)	4	Externally set assignment, locally marked and externally verified

Please note learners are not to take units 226 and 804 together, these units are barred.

To achieve the **Level 3 Certificate in Medical Administration (5519-03)**, learners must achieve **30** credits from the mandatory units.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
L/505/1245	220	Medical terminology (2)	6	Externally set and marked written test
R/505/1263	331	Medical administration (3)	8	Externally set assignment, locally marked and externally verified
Y/505/1264	332	Managing communication in a medical environment (3)	7	Externally set assignment, locally marked and externally verified
M/505/1268	335	Medical principles for the administrator (3)	9	Externally set and marked written test

To achieve the **Level 3 Diploma in Medical Administration (route 1) (5519-04)**, learners must achieve **58** credits from the mandatory units.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
F/505/3431	330	Medical terminology (3)	16	Externally set and marked written test

R/505/1263	331	Medical administration (3)	8	Externally set assignment, locally marked and externally verified
Y/505/1264	332	Managing communication in a medical environment (3)	7	Externally set assignment, locally marked and externally verified
H/505/1266	333	Medical word processing (3)	9	Externally set assignment, locally marked and externally verified
K/505/1267	334	Production of medical documents from recorded speech (3)	9	Externally set assignment, locally marked and externally verified
M/505/1268	335	Medical principles for the administrator (3)	9	Externally set and marked written test

To achieve the **Level 3 Diploma in Medical Administration (route 2) (5519-04)**, learners must achieve **48** credits from the mandatory units and a minimum of **4** credits from the optional units available.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
L/505/1245	220	Medical terminology (2)	6	Externally set and marked written test
R/505/1263	331	Medical administration (3)	8	Externally set assignment, locally marked and externally verified
Y/505/1264	332	Managing communication in a medical environment (3)	7	Externally set assignment, locally marked and externally verified
H/505/1266	333	Medical word processing (3)	9	Externally set assignment, locally marked and externally verified

K/505/1267	334	Production of medical documents from recorded speech (3)	9	Externally set assignment, locally marked and externally verified
M/505/1268	335	Medical principles for the administrator (3)	9	Externally set and marked written test
Optional				
D/505/1248	223	Working in the National Health Service (2)	9	Externally set and marked written test
A/505/1256	224	Work experience in a medical environment (2)	5	Mini portfolio of work placement evidence eg observation, work products, personal statement, diary
K/505/1270	336	Legal aspects of medical administration (3)	9	Externally set and marked written test
F/502/4625	805	Spreadsheet software (2)	4	Externally set assignment, locally marked and externally verified
M/502/4555	806	Database software (2)	4	Externally set assignment, locally marked and externally verified
M/502/4622	807	Presentation software (2)	4	Externally set assignment, locally marked and externally verified
J/502/4626	808	Spreadsheet software (3)	6	Externally set assignment, locally marked and externally verified
T/502/4623	809	Presentation software (3)	6	Externally set assignment, locally marked and externally verified

To achieve the **Level 2 Award in Medical Terminology (5519-12)**, learners must achieve **6** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
L/505/1245	220	Medical terminology (2)	6	Externally set and marked written test

To achieve the **Level 3 Certificate in Medical Terminology (5519-13)**, learners must achieve **16** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
F/505/3431	330	Medical terminology (3)	16	Externally set and marked written test

To achieve the **Level 2 Award in Production of Documents from Recorded Speech (5519-14)**, learners must achieve **6** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
L/505/1259	226	Production of medical documents from recorded speech (2)	6	Externally set assignment, locally marked and externally verified

To achieve the **Level 3 Award in Production of Medical Documents from Recorded Speech (5519-15)**, learners must achieve **9** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
K/505/1267	334	Production of medical documents from recorded speech (3)	9	Externally set assignment, locally marked and externally verified

To achieve the **Level 2 Award in Medical Word Processing (5519-16)**, learners must achieve **9** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
J/505/1258	225	Medical word processing (2)	9	Externally set assignment, locally marked and externally verified

To achieve the **Level 3 Award in Medical Word Processing (5519-17)**, learners must achieve **9** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
H/505/1266	333	Medical word processing (3)	9	Externally set assignment, locally marked and externally verified

To achieve the **Level 2 Award in Working in the National Health Service (5519-18)**, learners must achieve **9** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
D/505/1248	223	Working in the National Health Service (2)	9	Externally set and marked written test

To achieve the **Level 3 Award in Medical Principles for the Administrator (5519-19)**, learners must achieve **9** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
M/505/1268	335	Medical principles for the administrator (3)	9	Externally set and marked written test

To achieve the **Level 3 Award in Legal Aspects of Medical Administration (5519-20)**, learners must achieve **9** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title and level	Credit value	Assessment method
Mandatory				
K/505/1270	336	Legal aspects of medical administration (3)	9	Externally set and marked written test

Centre/qualification approval

Centres wishing to offer City & Guilds/AMSPAR qualifications must gain prior approval.

New centres must apply for centre and qualification approval.

Existing City & Guilds centres will need to get specific qualification approval to run these qualifications. See fast-track arrangements in the qualification handbook.

Full details of the process for both centre and qualification approval are given in *Providing City & Guilds qualifications – a guide to centre and qualification (scheme) approval* which is available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website www.cityandguilds.com.

City & Guilds reserves the right to suspend an approved centre, or withdraw approval from an approved centre to conduct a particular City & Guilds qualification or qualifications, for reasons of debt, malpractice, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications, or that may prejudice the name of City & Guilds.

Recommended grading boundaries for written examinations

Both centres and candidates should be aware that the grade boundaries for the written examinations are set as follows:

5519-220 Level 2 Medical Terminology

Pass=70% Merit=80% Distinction=90%

5519-223 Level 2 Working in the National Health Service

Pass=55% Merit=70% Distinction=85%

5519-330 Level 3 Medical Terminology

Pass=70% Merit=80% Distinction=90%

5519-335 Level 3 Medical Principles for the Administrator

Pass=55% Merit=70% Distinction=85%

5519-336 Level 3 Legal Aspects of Medical Administration

Pass=55% Merit=70% Distinction=85%

These boundaries may be subject to slight variation to ensure fairness should any variations in the difficulty of the test or errors be identified.

The difficulty of the final paper as a whole may vary slightly from any other written examination series produced depending on the final combination of questions.

All tests are assembled against a test specification to reduce this variation as much as possible, ensuring that candidates have as similar an experience as possible. However, to further ensure fairness to candidates, it is sometimes judged to be necessary to adjust pass marks slightly so that the candidate result reflects the same standard of achievement rather than simply the same mark.

Additionally, although City & Guilds aims to ensure the highest standards, if there is found to be a question which has not performed as expected eg is too difficult or contains an error, the item may be deleted and the pass mark adjusted accordingly.

Assignments

This guidance should be read in conjunction with specific guidance in each assignment.

For specific information on ITQ assignments, assessments 801-809, refer to the ITQ assignment guide on our website, under section **ITQ (7574)**.

Each assignment will provide opportunities for candidates to be assessed on a sample range of the content required for the unit. Assignments consist of several tasks. Assessors are required to administer and mark assignments to the criteria set. Evidence generated should be available to the Qualification Consultant for scrutiny, as per the normal visit or when requested. Appendix 2 has an example of a candidate action plan that assessors can use or adapt to provide general feedback on the candidate's work.

Assessors should ensure that candidates are aware of the standard they have to reach to achieve a pass, but should not show them the specific marking and grading criteria.

Completion of assignments

Assessors will decide when each candidate should complete an assignment and will be expected to organise the assignments according to the requirements of the candidates and the course.

Candidates can expect a reasonable amount of guidance on how to organise themselves in order to:

- accomplish tasks
- check that the evidence of the required underpinning knowledge has been produced.

Assessors are strongly advised to check and familiarise themselves with the requirements and feasibility of each assignment before it is issued to candidates.

Appendix 2 contains examples of documents that assessors may use to record the assessments the candidate has completed and may be used within your internal quality assurance process. They are examples only and you may wish to alter them to suit your existing documentation. Appendix 2 includes a form which can be used as a tracking document regarding internal quality assurance/quality assurance checking. The IV/QAC can initial and date next to those candidates he/she has sampled in red.

Whatever method you use to ensure quality checks are taking place, please send a copy of your proposed system to your Qualification Consultant.

Equipment/ resources required

Each assignment will detail the equipment and resources required to complete the particular assignment. Please note for 5519-226 and 334 *Production of medical documents from recorded speech* assignments, centres will require access to Audio facilities. Audio files are provided in MP3 and WAV formats.

Grading of assignments and units

Each assignment is graded as either Re-sit, Refer, Pass, Merit, Distinction in accordance with the grading criteria for the assignment. There is no overall qualification grading.

Time allowance for assignments

All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and internal marking of individual assignments.

Time allowances have been allocated for each assignment. Should assessors find that the permitted time for an assignment is considerably at a variance with the time taken by candidates, they should contact their Qualification Consultant in the first instance, who will advise accordingly and feed this information back to City & Guilds where appropriate.

The assignments are to be completed during a timed assessment period, which must be supervised. Candidates may sit an assignment in separate sessions providing the centre collects all work at the end of each session and ensures it is kept in a secure place until the next session. The centre must also keep a record of the timing of each sitting and any breaks taken.

An example witness statement form is given in Appendix 2 which should be used to testify that candidates who are on distance learning programmes/employer based have completed the assignment in the time recommended. Centre staff should guide candidates to ensure excessive evidence gathering is avoided. Marking criteria should **not** be shown to candidates until grading is complete. The marking criteria should **not** be given to candidates under any circumstances.

Opportunities to repeat assignments

If a candidate fails only one task within an assignment they may repeat the whole task, however they will only be able to achieve a Pass overall for the whole assignment.

A reasonable time should be allocated by the assessor for a candidate to repeat a task; this must be indicated on the assessment record. If a candidate fails more than one task they must take a re-sit assignment (alternative version downloadable from the City & Guilds website).

Assessors should ensure that the candidate receives appropriate support before the candidate is allowed to retake the task/assignment. It is recommended that assessors should allow a minimum of seven days or alternative sufficient period of time before any task/assignment is retaken.

The assignments are summative assessment, and other than to gain a Pass, candidates may not retake tasks or assignments to improve grades. It is therefore essential that the assignments are not used as formative assessment and that candidates only attempt the assignments when they are judged to be fully ready. Should tutors/ assessors wish to prepare candidates for the assessments, they may devise their own material and provide feedback on these.

Claiming certification

Candidates must be registered at the beginning of their course. Centres should submit registrations via the *Walled Garden* or on electronic *Form S* (Registration), under the appropriate qualification number, eg 5519-01. Assignments successfully achieved should be claimed also using *Walled Garden* or *Form S* (Results submission); component numbers must be entered followed by P (Pass); M (Merit); D (Distinction). Results for the tests are issued automatically.

Details on all procedures can be found in the *Directory of qualifications*, published by City & Guilds. This information also appears on City & Guilds website www.cityandguilds.com

Health and safety

The importance of safe working practices must always be stressed. Candidates have responsibilities for the safety of others as well as themselves. Anyone behaving in an unsafe manner must be stopped and suitable warnings given. A candidate should not be allowed to continue working on an assignment if they have contravened these requirements.

Data protection and security

The centre should have available a copy of the Data Protection Act and bring its contents to the attention of candidates.

Centres should themselves ensure that all evidence produced by candidates is kept secure and that assignments are kept locked safely away until their use. It is the responsibility of the centre/assessor to ensure that the candidate taking an assignment/test is the correct person.

Ideally, centres should produce a written strategy outlining their procedures for ensuring the above takes place.

Keeping records

For detailed information on keeping records please refer to the City & Guilds document, *Ensuring quality – policy and practice for externally verified/moderated assessment*, available from the City & Guilds website.

Types of evidence

Assignments are written in a way to encourage candidates to produce different types of evidence.

It is important that candidates ensure their name and enrolment number is on all items of evidence handed in.

Authenticity

Centres are reminded to check for authenticity of work where candidates may be using text and the internet to complete tasks.

Quality assurance of assignments

These qualifications are Vocationally Related Qualifications (VRQs) and do not imply occupational competence. Centres are required to establish a system of internal quality assurance/scheme co-ordination to monitor assessors' decisions. This means that the work of assessors involved in the qualification(s) must be monitored by a quality assurance co-ordinator, to ensure that assessors are applying the standards consistently throughout assessment activities. Quality assurance co-ordinators/programme co-ordinators and Qualification Consultants will sample candidates' work to ascertain whether the evidence for an assignment is complete, and to ensure that the allocation of grades by assessors has been fair and beyond dispute. It is for this reason that the signature of both the assessor and the candidate is required on the assignment mark sheet.

Assessors must ensure that candidates understand why a particular assessment decision has been reached. Where candidates do not feel that the assessment decision has been fair, they should have the opportunity to access the normal appeals/complaints procedure of the centre/learning provider in the first instance, and if this does not resolve the situation, of the awarding body.

Candidates' work may also be subject to quality assurance, which may be by a visit or by post.

There will normally be one quality assurance activity per centre, per year.

Guidance on qualifications/experience for trainers/learning providers

Trainers/learning providers should be technically competent in the areas for which they are delivering training and should also have experience of providing training. This will be looked for at the approval stage and will be monitored by the quality assurance process.

Assessors should have recent relevant experience in the specific area they will be assessing.

Assessors need to have a greater level of experience and understanding than those they are assessing.

In addition, assessors must demonstrate the ability to mark assignments using externally set criteria.

While the A/V units are valued as a qualification they are **not** currently a requirement for assessors of these qualifications.

If a candidate's work is selected for quality assurance, samples of work must be available to the appointed Qualification Consultant.

A Qualification Consultant will visit the centre/learning provider and their role includes the following:

- ensuring that quality assurance co-ordinators are undertaking their duties satisfactorily
- monitoring internal quality assurance systems and sampling assessment activities, methods and records
- acting as a source of advice and support
- promoting best practice
- providing prompt, accurate and constructive feedback to all relevant parties on the operation of centre's/learning provider's assessment systems.

Policy on managing cases of suspected malpractice

The policy on **Managing cases of suspected malpractice by centres and candidates** can be found on the City & Guilds website.

2 Guidance for candidates

The following are general instructions which should be followed alongside any specific instructions for each assignment.

- Before you start an assignment you should read the assignment text carefully. This will help you to understand how each task fits into the whole assignment.
- You should start each task on a fresh sheet of paper.
- On each sheet of paper you should type or write your name and enrolment number. Also add an appropriate name to your saved file or as instructed in the task.
- For all assignments, Medical and English Dictionaries can be used.
- You must complete **all** tasks before handing in your assignment to be marked.
- You and your assessor must sign each Assessment Record to verify that all the work contained in that assignment is your own.
- When all assignments and the external test/s have been completed to the required standard you will be awarded the Level 2/3 Award/Certificate/Diploma in Medical Administration.

Policy for appeals

The policy on *Reviews, appeals and complaints against assessments* can be found on the City & Guilds website www.cityandguilds.com.

3 Work Experience – Guidance for centres

5519-224 Work Experience in a Medical Environment guidelines and requirements

Candidates may undertake their work experience at any time during their course. In order to enter for Unit 224 Work Experience in a Medical Environment, candidates must fulfil the portfolio of evidence requirements. Details of the completed work experience (Form 5519-224/WE, see Appendix 1) with the portfolio should be held by the centre for quality assurance purposes and made available to the Qualification Consultant, should they request it.

Work experience in a medical environment is a valuable learning opportunity and candidates should look at their work placement providers as potential employers and therefore demonstrate a professional attitude at all times. Work experience is also invaluable for candidates already in post in a health care environment as a means of broadening experience. Candidates already working within a medical environment can choose to base their evidence on either their main work role or on a work placement.

Hours

To complete this unit, candidates should be allocated a work placement of 5 days or 30 hours. This can be on a part or full-time basis. It is not necessary to do the work experience in a single block; small blocks of time or more flexible arrangements may be preferable to candidates and their placement providers.

Medical environments

Work placements should be undertaken in a health care setting, where candidates have experience of patient contact, handling medical records, utilising communication skills and observing appointment procedures. Where primary care or secondary care placement proves difficult, other health care settings will be acceptable. Wherever they are placed, it is important that candidates understand the purpose of the organisation and how it is connected to local healthcare provision.

Possible healthcare environments:

- Ambulance Control Centres
- Community Healthcare services
- Day centres for those with learning or physical disabilities or elderly persons
- Dental Practices
- Elderly Care Units
- Family Planning Clinics
- General Medical Practices
- Health Education Departments
- NHS Hospitals
- Hospices
- Nursing Homes
- Opticians
- Outreach Clinics
- Pharmacies
- Private Hospitals
- Specialist and diagnostic clinics
- Well Woman Clinics
- Well Man Clinics

Guidelines for the placement organiser and provider

The placement timing is important so that candidates will feel confident enough to use their skills and knowledge in live situations, for example in responding to telephone calls. The candidate will need to be briefed by their tutor ahead of their placement on how to approach both the working environment and the assessment – particularly the diary and statement tasks.

It is most important that all candidates understand the need for confidentiality – this is an essential area of their course learning for them to put into practice. They will also understand the need to respect health and safety in the workplace.

The following areas of work and skills are key to the candidate's success in achieving their Diploma:

- Reception duties: greeting visitors and patients face to face; verbal and non-verbal communication
- Telephone procedures and skills: development of a confident, professional telephone manner
- Understanding appointment systems, booking appointments, transmission of accurate details and messages
- Filing and retrieval of patients' notes/ correspondence, medical records; use of the organisation's computerised and paper-based filing systems
- IT systems
- Use of diaries and planners either paper-based or computerised
- Working relationships – both one to one and working as part of a wider team; contact with a range of key professionals

Work in these additional areas will support the candidate's learning and enhance their experience:

- Using IT Skills, data input and word-processing
- Using a range of equipment and resources
- Dealing with post, patient information and displays
- Observation/assistance with clinic reception and administration

It is recognised that work experience providers have a valuable role in supporting candidates towards their Diploma. The time spent on placement puts their college work into perspective and helps develop professionalism.

Whilst on placement candidates must be made aware of the organisation's safety and security regulations including confidentiality and data protection. In each working environment candidates should receive guidelines outlining expectations relating to punctuality, reliability, accuracy, dress code and general performance. It is also important that they appreciate the limits of their role and understand when to refer a problem to a supervisor.

Assessment

The work experience unit is assessed by the tutor through a mini portfolio of evidence. During the placement, candidates will be keeping a diary of their daily tasks, recording their progress and collecting examples of their work. At the end of the 30 hours, they will need confirmation of the areas of work covered and a special form is provided for the work placement to do this.

Collecting portfolio evidence

Evidence must show that the candidate has met the assessment criteria over the work experience period of time. The pieces of evidence will need to be presented in a mini portfolio; work will be authenticated by the tutor using the assessment sheets provided.

Candidate tasks:

1. *Diary* recording daily tasks for a minimum of 5 days.
Candidates should write approximately 120 words per day describing their tasks
2. *Description of the workplace*.
Candidates will prepare a statement introducing and describing the organisation and team in which they worked. A typical statement will be approximately 250 words.* (Outcome 2)
3. *Personal progress statement*.
Candidates will review their progress and performance in a statement of approximately 250 words (Outcome 3).
4. *Work evidence*:
 - Telephone call log completed
 - Two work products from the list specified

Supporting the portfolio:

5. *Confirmation form* completed by work placement manager, supervisor or expert witness. For the candidate to pass, all criteria listed on the form must be confirmed and the candidate's progress described. There may be several witnesses (see alternative evidence below).
6. *Guidance materials* relating to the organisation and its procedures (outcome 4). The candidate's portfolio will need to include a sample from the guidelines they followed relating to security and confidentiality of information and health and safety. This could be as little as a page, for example an induction agreement.

Candidates are not expected to produce perfectly-worded statements or diaries. All word counts are for guidance only and candidates should not be penalised for exceeding a target. Some will write economically while others will need to say more. A clear description of their tasks and experiences is more important.

For outcome details, please refer to the Evidence table (*see Appendix 1*).

Tutor assessment sheets

These have been provided for assessment of the diary, the statement describing the workplace, and personal progress statement. Please tick to confirm that all the essential requirements have been covered and then add comments on the quality of the diary, statement or questions.

Alternative evidence

*Knowledge questions** have been provided to supplement or as an alternative to the candidate's statement to help them describe their organisation (Outcome 2).

A *witness testimony* from a colleague or additional supervisor may be required to support the confirmation form. This often happens where the candidate has been placed in more than one work station or department and supported by different colleagues. The witness testimony can take the form of one or several shorter statements and each should be headed 'Additional comments in support of the candidate'. Any witness testimony should be attached to the confirmation form.

Tutor observation

This can also be used to support the confirmation form. A typical situation would be if a tutor visits the placement and is in the best position to confirm an activity required by the confirmation form. A tutor observation is not essential.

Guidelines for candidates

Tutors should provide a copy of the guidelines (see section 4) to each candidate.

4 Work Experience – Guidance for candidates

5519-224 Work experience in a Medical Environment

Work experience is a valuable part of your programme. Although you may be nervous at approaching a potential employer for the first time, you should see this as a chance to apply what you are learning on your course and develop your skills further.

Preparation for work experience

It is a good idea to visit the work placement in advance to introduce yourself, so you may wish to telephone in advance to make an appointment. The visit will help you to:

- assess the length of your journey and how much time it will take
- meet your future colleagues and supervisor to build a rapport
- check out the dress code – whether staff dress formally or casually – and if there is a preferred colour or uniform
- agree hours of work
- plan carefully – for example you can notify them of any absence
- introduce your work experience assessment.

During the work experience

Aim for a very high standard in your communication with patients, colleagues and your supervisor, both on a one-to-one basis and as part of a team:

- Even if you are unsure, try to build your confidence: volunteer for tasks and ask if you can help.
- Show a professional attitude; if you have to be absent for any reason, let the work placement and your tutor know early on the day in question.
- Keep a diary; your tutor will be contacting or visiting you to review your progress and work completed. This is also the chance to resolve any difficulties.
- You may be observed or assessed in the workplace and should receive feedback on your performance. Do ask for an opportunity to discuss points of criticism – both positive and negative. This is a part of your personal development.
- For your own safety and security and also to maintain the rights and well-being of others, ensure that you are absolutely clear about the placement's policy and procedures on:
 - health, safety and security
 - confidentiality
 - data protection.
- Ensure that you have completed or collected any documentation required by your tutor before you leave.
- Thank the team for their support – either in person or prepare a letter on returning to college.
- Keep contact information in case you wish to enquire about future work or a reference.

On behalf of City and Guilds/AMSPAR, your centre and yourself, aim for the highest professional standards in everything you do.

Candidate guidance on completing the work experience unit

To achieve the unit, you will need to complete a minimum of 30 hours or 5 days on placement. This may be your first work experience or it can be your current job as a medical receptionist/administrator.

There are four task areas for you to complete:

1. Diary for the work experience.
2. Description of the workplace (you may answer questions as an alternative).
3. Personal progress statement
4. Work evidence:
 - Telephone call log to complete.
 - Samples of your own work while out on placement.

In addition, you will need to collect a work placement confirmation form and copies of the workplace guidelines you followed while on placement.

The notes below explain the different tasks and the evidence you will need.

Diary for the work experience

During the placement you should keep a record of the different tasks you undertake for each of the 5 days. It might be helpful to jot down notes at the end of each day or even half day. This will help you to remember the best examples of your work so you can describe the day in full at a later date.

When describing a task, you should say if you were working with a colleague, observing or working independently and how long you spent (for example the whole of morning surgery, an hour dealing with the post.). If the placement is based in different offices or work stations, you should mention the location, for example the reception area.

It is important to mention any equipment used. In the course of the placement, **two** of the following should be used: photocopier, scanner, fax, computer, printer.

A diary is an individual account so you can say whether you enjoyed the task, if it was interesting, or simply if it was all in a day's work but your comments should be professional. It is anticipated that you will write about 120 words on average for each day.

Diary checklist

Your diary record may be similar for each day – or every day might be different. When you are writing up the 5 days, you should use the checklist below to see that you have mentioned everything:

Have you included:

- dealing with face-to-face situations
- answering the telephone
- the people you worked with (eg practice nurse, secretary, patients/carers)
- the administrative tasks you were set
- the information and resources you used (IT resources or leaflets, for example)

Have you described:

- a situation where you helped a colleague
- how you kept colleagues informed of your progress
- the equipment you used and how you made sure you used it safely and correctly
- the resources you used eg stationery.

Description of the workplace

The work experience evidence has to include a description of the organisation where you were based. You may need to ask questions or collect information first. The description should introduce the workplace and the area in which it is located, what it does, the staffing, your team and your job role. To complete this task, you can either write your own individual description or provide written answers to the questions provided (*see page 33*). An organisation chart or practice leaflet can be included to support what you say but they must be referred to in your description or answers. Your tutor will advise you on this.

Personal progress statement

The work experience unit requires you to work with other people and to complete tasks set. The personal progress statement is a short conclusion to the placement, commenting on your progress, confidence, how you related to others, and what you learned. Ensure you describe your main successes and why they were important to you. Achievements might be in communication, telephone skills, using the systems or producing documents.

It is also important to show where you took on a new challenge or task and succeeded – perhaps where you did not expect to. There may also be some areas for further development that you noticed. Your statement should be approximately 250 words (the content is more important than worrying about the word length).

We appreciate that not all work experience placements will give the same opportunity for learning and for making progress. You should not be worried if a fellow candidate has had more opportunities in their placement; this unit is about using the opportunities you are given and thinking about how you personally can make progress.

Personal progress statement checklist

Have you:

- Described how you listened to and received instructions
- Described working on a range of tasks presenting different challenges
- Given examples of your successes or what you enjoyed the most
- What you learned about yourself and your strengths
- Described how you worked to complete a task on time
- Mentioned any feedback you were given
- Given an example of an activity or situation which presented a new challenge or special difficulty and described how you responded*

*A suitable example here might be your communication skills when dealing with patients and colleagues.

Work evidence

Telephone log

A sheet has been provided (see page 32) for you to keep a record of the calls you take or make. To meet the criteria you only need to have taken incoming calls (although there is space for you to note down any outgoing calls you make, if you wish). Sample telephone messages can be kept to support the log (see also *Samples of work* section below).

Samples of work

You will need to present **two** completed pieces of work taken from **two** different categories:

- telephone message, message, note or email you have written*
- template used/skeleton letter or letter you produced
- form or list completed by you * (eg clinic appointments, home visit list, outpatient bookings, ambulance bookings, appointment cards)
- word processed document containing medical information produced by you eg patient information sheet, notice, dietary advice, choose and book information.

*These do not have to be substantial pieces and do not have to be word processed.

Items may need to be edited to maintain confidentiality.

Witness confirmation

The work placement supervisor, manager or a colleague can act as your expert witness and must sign to confirm the 30 hours' work. He/she will need to confirm that you have:

- provided accurate, clear and structured information to other people
- responded appropriately to incoming telephone calls
- used appropriate tone, language and body language when dealing with visitors and colleagues
- treated work colleagues with honesty, respect and consideration
- helped and supported other people in their work
- followed organisational requirements in relation to security of information and patient confidentiality
- followed health and safety guidelines
- completed work to agreed standards and timescales
- used technology, equipment and resources in a safe and efficient way.

There is a confirmation form for this with a section for your supervisor to write a statement to support you. Other colleagues and your tutor may wish to add further statements to confirm what you have achieved.

Key documents

You should also keep copies of any guidelines (for example relating to health and safety or confidentiality) you were expected to follow. These should be placed alongside your other tasks in your portfolio. You may also need to refer to an organisation chart or practice/departmental leaflet when describing the organisation in your statement or questions.

Accuracy

Your diary and statements do not have to be error free, but it is important that the descriptions of what you did are clear to the reader. The evidence in the portfolio should be organised, labelled and professionally presented.

Appendix 1 Work Experience forms

Evidence table

Outcome	Assessment criteria	Possible Forms of Evidence
<p>1 Be able to communicate with other people in a medical environment.</p>	<p>1.1, 1.2, 1.3, 1.4</p>	<p>Call Log (template) Confirmation form Diary Work products: <i>eg message, note, email</i> Additional evidence: Witness testimony (supervisor or colleague) Tutor observation</p>
<p>2 Understand the medical organisation/setting in which they work.</p>	<p>2.1, 2.2, 2.3, 2.4</p>	<p>Description of the workplace - statement in which the candidate describes the organisation, its structure and their role. Candidate answers to set questions on the organisation Reference to an organisation chart to support this Diary recording daily activities</p>
<p>3 Be able to contribute to teamwork</p>	<p>3.1, 3.2</p>	<p>Confirmation form Candidate diary entry highlighting an example of how they helped a colleague Personal progress statement Tasks completed – work products Additional evidence: Witness testimony (supervisor/colleague) Observation by tutor</p>
<p>4 Be able to follow organisational requirements</p>	<p>4.1, 4.2</p>	<p>Confirmation form Copies of policies/key guidelines followed to support this Additional evidence: Witness testimony from supervisor/colleague</p>

Assessment sheets

Sheet 1: Candidate diary

Candidate name	Centre name
Date of work experience	Work Place
Activity details - the candidate has recorded:	Diary includes: (Tick to confirm)
Examples of face-to-face situations eg reception work	<input type="checkbox"/>
Examples of telephone work	<input type="checkbox"/>
The people with whom they communicated: Manager/supervisor Work colleague Medical staff – doctor, nurse or diagnostic staff Patients and their carers	<input type="checkbox"/>
Where they gave out information eg answered routine questions on opening times, services to patients or appointments, when a colleague might be available	<input type="checkbox"/>
Information sources used to answer queries for example diary, practice leaflet, intranet, induction manuals, guidelines, incoming mail	<input type="checkbox"/>
An example of when they helped/supported a colleague	<input type="checkbox"/>
Work tasks set: eg routine administration, answering the telephone, passing on messages, receiving patients and visitors, word processing	<input type="checkbox"/>
Progress with tasks, for example keeping colleagues informed	<input type="checkbox"/>
Equipment used: photocopier, scanner, fax, computer, printer (minimum two)	<input type="checkbox"/>
Resources used: stationery, office consumables	<input type="checkbox"/>
Tutor/assessor comments on the diary	
Signed	Date
Tutor/assessor's name	Job title

Sheet 2: Description of the workplace: statement and/or questions describing the organisation

Candidate name		Centre name	
Date of work experience		Work Place	
Learning outcome: 2 Understand the medical organisation/setting in which they work		Confirmation (Please indicate how the criteria were met)	
Assessment criteria	The candidate has described:	Statement	Questions
2.1 Describe the organisation's function and purpose	The type of organisation, the area and population where it is located, its size, departments (where applicable) staffing and what service it offers to patients.	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Explain how the organisation links with other organisations and healthcare facilities	Links to other teams or departments	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Describe own team and its role within the organisation	Team members, team purpose and structure	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Describe how own role contributes to the organisation	The tasks important to their role	<input type="checkbox"/>	<input type="checkbox"/>
Tutor/assessor comments on the candidate's statement/questions			
Organisation chart/practice leaflet supplied (if referred to) <input type="checkbox"/> √			
Signed		Date	
Name		Job title	

Sheet 3: Candidate personal progress statement

Candidate name		Centre name	
Date of work experience		Tutor/assessor	
Learning outcome 3 Be able to contribute to teamwork			Confirmation (Tick to indicate that the criteria have been met)
Assessment criteria	The candidate has described:		Personal progress statement
3.1 Work in a way that supports their medical team and its objectives	Objectives agreed with the people they work with		<input type="checkbox"/>
	Taking responsibility for their work: working on a range of tasks eg routine administration, answering the telephone, passing on messages, receiving patients and visitors, word processing		<input type="checkbox"/>
	Prioritising tasks and managing own time: the candidate has referred to working to complete a task on time		<input type="checkbox"/>
	Keeping people informed of their progress with tasks		<input type="checkbox"/>
	Completing work to agreed standards and timescale		<input type="checkbox"/>
3.2 recognise own strengths and development needs	Their strengths How they responded to feedback An example of an activity or situation which presented a new challenge or special difficulty		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Tutor/assessor comments on the progress statement			
Work products attached	Evidence is to comprise two work products from two different categories: Email, note, message or telephone message Template used/skeleton letter or letter Form or list completed Word processed document eg short piece with medical information		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Items maintain confidentiality <input type="checkbox"/>		Tasks confirmed by supervisor in workplace confirmation <input type="checkbox"/>	
Signed		Date	
Name		Job title	

Workplace confirmation

Candidate name	Centre name	
Date of work experience	Work Place	
30 hours/5 days completed Yes(<input type="checkbox"/> tick here)	Supervisor/witness	
Criteria	Confirmation	
Provided accurate, clear and structured information to other people	<input type="checkbox"/>	
Responded appropriately to incoming telephone calls	<input type="checkbox"/>	
Used appropriate tone, language and body language when dealing with visitors and colleagues	<input type="checkbox"/>	
Treated work colleagues with honesty, respect and consideration	<input type="checkbox"/>	
Helped and supported other people in their work	<input type="checkbox"/>	
Followed organisational requirements in relation to security of information and patient confidentiality	<input type="checkbox"/>	
Followed health and safety guidelines	<input type="checkbox"/>	
Completed work to agreed standards and timescale	<input type="checkbox"/>	
Used technology, equipment and resources in a safe and efficient way	<input type="checkbox"/>	
Additional comments in support of the candidate (please comment in full on the candidate's progress and achievements in the workplace)		
Signed		Date
Name		Job title

Evidence Summary

Tick to indicate all the types of evidence in the portfolio to support each learning outcome

Candidate name		Centre name								
Work placement		Tutor								
Learning outcome/ Evidence	Confirmation form from workplace	Diary recording daily tasks	Work products	Statement describing workplace	Questions	Personal statement on progress	Workplace guidelines	Call log	Colleague or supervisor observation(s) (additional)	Tutor/assessor observation(s) (additional)
1 Be able to communicate with other people in a medical environment										
2 Understand the medical organisation/setting in which they work										
3. Be able to contribute to teamwork										
4. Be able to follow organisational requirements										
I confirm that the evidence provided is a result of my own work:										
Candidate signature			Name				Date			
I confirm that the candidate has satisfied the criteria for this unit:										
Assessor signature			Name			Job title			Date	

Telephone Call Log

Candidate name			Organisation		
Date	Incoming √	Outgoing √	Purpose eg appointment request, change of appointment, prescription enquiry, internal or external enquiry.	Action eg message taken, booking entered/changed. Evidence attached. √	Comments eg own thoughts on speech, confidence, help needed.

I confirm that I handled the above telephone calls in line with organisational standards and following its rules on confidentiality.

Candidate signature		Date
Witness signature	Job Title	Date

Optional Assessment Sheet: Knowledge questions

Candidate name

Centre name

Date of work experience

Workplace

Learning outcome 2 Understand the medical environment in which they work

[To be used alongside or as an alternative to the individual statement describing the organisation]

1 Where is your organisation located and whom does it serve?

.....
.....
.....

2. What is your organisation's aims and purpose?

.....
.....
.....

3. How does your organisation link to other organisations?

.....
.....
.....

4. What services does it offer to patients?

.....
.....
.....
.....
.....
.....

5. What departments or teams did you come into contact with?

.....
.....
.....
.....

6. What are the other job roles in your team?

.....
.....
.....
.....
.....

7. What are your main responsibilities while on work experience

.....
.....
.....

8. How does your role contribute to the organisation?

.....
.....
.....

I confirm that these answers are all my own work.

Candidate signature	Name	Date	
Assessor signature	Name	Job title	Date

5519-224 Work placement candidate list - example

Centre name

Centre number

Assessor/Tutor name

Assessor Signature

Date

Candidate Name	ENR No.	Status	Number of days / hours required	WORK PLACEMENT SETTING		
				GP Dates, Hours & Address	HOSPITAL Dates, Hours & Address	OTHER Dates, Hours & Address
Jane Adams	ABC1234	FT	30 hrs	The Cedar Practice, Hill Street, 4 th -8 ^h Jan 2013 30 hrs	The Royal Infirmary, 12 th , 13 th & 16 th Feb 2013 18 hrs	The Willows Nursing Home, 7 th , 14 th , 21 st & 28 th April 2013 30 hrs
Sue Davis		PT	30 hrs	Drs Smith, Jones & Hayes, 22 Pit Road, 5 th -9 th & 12 th -16 th Jan 2013 60 hrs	Smithson Maternity Hospital 10 th - 14 th April 2013 30 hrs	

Work Placement duration: 5 days / 30 hours

5519-224 Work placement log

5519-224/WE

Centre name

**Centre
number**

**Assessor/Tutor
name**

**Assessor
Signature**

Date

Candidate name	ENR No.	Status	Number of days / hours required	WORK PLACEMENT SETTING		
				GP Dates, Hours & Address	HOSPITAL Dates, Hours & Address	OTHER Dates, Hours & Address

Work Placement duration: 5 days / 30 hours

Retain with portfolio for verification purposes

Appendix 2 Assessor/candidate recording forms

Summary of unit assignment achievements

Qualification: City & Guilds/Award/Certificate/Diploma in Medical Administration

Level:.....

Candidate name:.....

Candidate enrolment number:.....

Centre name:

Centre number:.....

Unit number	Assignment title	Time taken	Date	Candidate signature	Assessor signature
Signature:				Date:	

Confirmation of achievement for which certification is requested

Where a quality assurance co-ordinator is signing off the achievements and confirming this candidate has completed prior to certification, they should sign and date where indicated.

If the quality assurance co-ordinator has also ‘sampled’ one or more of the candidate’s evidence, the quality assurance co-ordinator should also initial against unit number in red.

Assessor tracking document - example

Level 2/3 Award/Certificate/Diploma in Medical Administration

Assessor

Candidate name	Test	Test	Unit no.	Unit no.	Unit no.	Optional units for Diplomas			Overall Qualification Grade
	220	335	221/331	222/332	---	---	---	---	
	335	331	332	333	334	---	---	---	

Quality assurance co-ordinator check: date and initial next to candidate sampled.

Candidate action plan

Centre Name:	
Candidate Name:	
Course Title:	

Task/ assignment	Action Points

Assessor Name:			
Assessor Signature:		Candidate Signature:	
Date:		Date:	

Witness testimony

Award/Certificate /Diploma in Medical Administration

Level.....

Candidate name.....

Centre name and number

I hereby testify that the above candidate has carried out all the requirements of the following assignment within the recommended time allowance stated. I further testify that all work submitted is authentic and the candidate's own.

Unit number

Assignment title
and tasks
completed

Venue

Date

Witness details

Name

Position/Job title.....

Organisation/contact details

Candidate signature.....Date

Witness signatureDate

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