

Level 2/3 Diploma in Legal Administration (5528-12/13)

October 2017 Version 4.1



Qualification at a glance

Subject area	Business and Administration
City & Guilds number	5528
Age group approved	16+
Entry requirements	None
Assessment	By Portfolio/ Assignment/Evolve
Centre Approval	Available
Support materials	Qualification handbook Assessment pack Text Book Smartscreen
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number
Level 2 Diploma in Legal Administration	466	640	5528-12	601/3787/3
Level 3 Diploma in Legal Administration	517	700	5528-13	601/3599/2

Version and date	Change detail	Section
1.1 Nov 2014	Updated assessment method for unit 228	Assessment
1.2 September 2015	Amended the assessment method wording for unit 227 and added the test specification for unit 227 Amended test specifications for units 255, 354 and 359	Assessment
1.3 Feb 2016	Roc updated - 24 corrected to 22 for the optional units total in Level 2 Diploma in Legal Administration	Structure
2.0 Feb 2017	Unit 209 – credits amended to 3 Unit 309 – credits amended to 4 Unit 303 – deleted from 5528-13 Optional group A Unit 407 – deleted from 5528-13 Optional group A Unit 408 – added to 5528-13 Optional group A	Structure
3.0 March 2017	Unit 807 added Test spec changed to reflect new style proofreading assessment	Units Test Specs Page 24/25

4.0 May 2017	Unit 209 – credits amended to 6 Unit 309 – credits amended to 5 Added Unit 210 to optional units in 5528-13 Amended 5528-345 UAN	Structure
4.1 October 2017	Added TQT details Deleted QCF	Qualification at a glance & Structure Throughout



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1 Introduction

This document tells you what you need to do to deliver the qualifications:

Area	Description
Who are the qualifications for?	These qualifications in Legal Administration are for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills.
Is the qualifications part of a framework or initiative?	The Level 2 and 3 Diplomas in Legal Administration are part of the Level 2 and 3 Apprenticeships in Business Administration. There is a package available for the Legal Administration which is 9645.
Who did we develop the qualification with?	It was developed in association with the Council for Administration (SkillsCfA)
What opportunities for progression are there?	<p>These qualifications in Legal Administration are for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills. A qualification in Business and Administration can help you succeed in a support role in any size or type of organisation. These roles include:</p> <ul style="list-style-type: none"> Secretary Receptionist Administrator Personal assistant Office supervisor/team leader Manager

Apprenticeship

For learners on Apprenticeship programmes: acceptable routes for the completion of ERR include the Employee rights and responsibilities unit (which is an optional unit within the qualification structures) or the Skills CfA ERR workbook. Evidence of achievement of ERR - for the purposes of completing an apprenticeship - is the submission to Skills CfA of a completed sign-off sheet.

Structure

To achieve the **Level 2 Diploma in Legal Administration (5528-12)**, learners must achieve **64** credits in total; **42** credits from the mandatory units and a:

- **minimum of 14** credits from group A optional units.
- **minimum of 8** credits from group B optional units.

A minimum of **60** credits must be achieved through the completion of units at Level 2 or above.

Unit accreditation number	City & Guilds unit No.	Unit title	Credit value	Unit Level
Mandatory				
H/506/1893	222	Communication in a business environment	3	2
L/506/1788	239	Manage own performance and development	4	2
R/506/1789	240	Develop working relationships with colleagues	3	2
Y/504/9952	248	Legal text processing	11	2
T/504/9957	249	Legal audio processing	7	2
A/504/9958	250	Proofreading in the legal environment	2	2
T/505/1725	251	Working in the legal environment	12	2

Unit accreditation number	City & Guilds unit No.	Unit title	Credit value	Unit Level
Optional Group A				
D/506/1794	101	Health and safety in a business environment	2	1
K/506/1796	102	Use a telephone and voicemail system	2	1
L/506/1807	201	Manage diary systems	2	2
Y/506/1809	202	Produce business documents	3	2
L/506/1810	203	Collate and report data	3	2
R/506/1811	204	Store and retrieve information	4	2
Y/506/1812	205	Produce minutes of meetings	3	2
D/506/1813	206	Handle mail	3	2
H/506/1814	207	Provide reception services	3	2
M/506/1816	209	Prepare text from shorthand	6	2
J/506/1868	214	Use and maintain office equipment	2	2
L/506/1905	227	Employee rights and responsibilities	2	2
R/506/2134	228	Process information about customers	3	2
A/506/2130	230	Deliver customer service	5	2
H/504/9954	252	Legal spreadsheet processing	3	2
F/504/9959	253	Legal database processing	3	2
R/505/0193	254	Legal presentation techniques	3	2

Unit accreditation number	City & Guilds unit No.	Unit title	Credit value	Unit Level
Optional Group B				
R/503/8688	255	The legal environment	5	2
A/504/0628	256	Principles of criminal liability	4	2
D/504/0394	257	Principles of contract liability	4	2
H/504/0395	258	Principles of negligence	4	2
F/504/0629	259	Law in the workplace	4	2
T/504/0630	260	Civil litigation	4	2
A/504/0631	261	Consumer rights	4	2
N/A	807	Consumer rights	4	2
H/504/0400	262	Family Law	4	2
F/504/0632	263	Wills and succession	4	2
J/504/0633	264	Conveyancing	4	2

To achieve the **Level 3 Diploma in Legal Administration (5528-13)**, learners must achieve a total of **70** credits in total; **40** credits from the mandatory units and a;

- **minimum** of **18** credits from group A optional units
- **minimum** of **12** credits from group B optional units.

A minimum of **54** credits must be achieved through the completion of units at Level 3 or above

Unit accreditation number	City & Guilds unit No.	Unit title	Credit value	Unit Level
Mandatory				
Y/506/1910	301	Communicate in a business environment	4	3
F/506/1819	345	Manage personal and professional development	3	3
T/504/9960	353	Legal text and audio processing	15	3
M/504/9956	354	Proofreading in the legal environment	2	3
H/505/1753	355	Business skills in the legal environment	16	3

Unit accreditation number	City & Guilds unit No.	Unit title	Credit value	Unit Level
Optional group A				
L/506/1807	201	Manage diary systems	2	2
Y/506/1809	202	Produce business documents	3	2
Y/506/1812	205	Produce minutes of meetings	3	2
M/506/1816	209	Prepare text from shorthand	6	2
T/506/1817	210	Prepare text from recorded audio instruction	4	2
D/506/1875	216	Organise business travel or accommodation	4	2
H/506/1876	217	Provide administrative support for meetings	4	2
D/506/1911	302	Contribute to the improvement of business performance	6	3
M/506/1914	305	Deliver a presentation	3	3
T/506/1915	306	Create bespoke business documents	4	3
J/506/1918	309	Evaluate the provision of business travel or accommodation	5	3
J/506/1935	314	Administer legal files	5	3
L/506/1936	315	Build legal case files	5	3
Y/506/1938	316	Manage legal case files	5	3
M/506/1945	322	Analyse and present business data	6	3
F/504/9962	356	Legal spreadsheet processing	3	3
J/504/9963	357	Legal database processing	3	3
J/505/0191	358	Legal presentation techniques	3	3
J/505/0191	359	Legal terminology	3	3
R/506/1954	405	Support environmental sustainability in a business environment	4	4
D/506/1956	406	Resolve administrative problems	6	4
M/506/1959	408	Manage events	6	4

Unit accreditation number	City & Guilds unit No.	Unit title	Credit value	Unit Level
Optional Group B				
R/503/8688	255	The legal environment	5	2
A/504/0628	256	Principles of criminal liability	4	2
D/504/0394	257	Principles of contract liability	4	2
H/504/0395	258	Principles of negligence	4	2
F/504/0629	259	Law in the workplace	4	2
T/504/0630	260	Civil litigation	4	2
A/504/0631	261	Consumer rights	4	2
N/A	807	Consumer rights	4	2
H/504/0400	262	Family Law	4	2
F/504/0632	263	Wills and succession	4	2
J/504/0633	264	Conveyancing	4	2

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Diploma in Legal Administration	466	640
Level 3 Diploma in Legal Administration	517	700



2 Centre requirements

Approval

If your centre is approved to offer the qualifications 4428 NVQs in Business and Administration or 4475 Certificates in Principles of Business and Administration, you can apply for approval for these qualifications approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Learner entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that learners have the potential and opportunity to gain the qualifications successfully.

Age restrictions

City & Guilds cannot accept any registrations for learners under 16 as these qualifications are not approved for under 16s.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs,
- support and guidance they may need when working towards their qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualifications, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for these qualifications:

Description	How to access
fast track approval forms/generic fast track approval form	www.cityandguilds.com
The City & Guilds Textbook: Level 2 Diploma in Business and Administration	Publications sales - TB025528
The City & Guilds Textbook: Level 3 Diploma in Business and Administration	Publications sales -TB035528
SmartScreen	www.smartscreen.co.uk

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.



4 Assessment

City & Guilds has written the following assessments to use with this qualification. Assignments covers the skills and knowledge in the unit. It is set by City & Guilds, delivered and marked by the tutor/assessor, and will be externally verified by City & Guilds to make sure it is properly carried out:

Unit	Title	Assessment method	Where to obtain assessment materials
101	Health and safety in a business environment	Portfolio of evidence	
102	Use a telephone and voicemail system	Portfolio of evidence	
201	Manage diary systems	Portfolio of evidence	
202	Produce business documents	Portfolio of evidence	
203	Collate and report data	Portfolio of evidence	
204	Store and retrieve information	Portfolio of evidence	
205	Produce minutes of meetings	Portfolio of evidence	
206	Handle mail	Portfolio of evidence	
207	Provide reception services	Portfolio of evidence	
209	Prepare text from shorthand	Portfolio of evidence	
214	Use and maintain office equipment	Portfolio of evidence	
216	Organise business travel or accommodation	Portfolio of evidence	
217	Provide administrative support for meetings	Portfolio of evidence	
222	Communication in a business environment	Portfolio of evidence	
227	Employee rights and responsibilities	Assignment – short answer questions	www.cityandguilds.com
228	Process information about customers	Portfolio of evidence	
230	Deliver customer service	Portfolio of evidence	

Unit	Title	Assessment method	Where to obtain assessment materials
239	Manage personal performance and development	Portfolio of evidence	
240	Develop working relationships with colleagues	Portfolio of evidence	
248	Legal text processing	Assignment	www.cityandguilds.com
249	Legal audio processing	Assignment	www.cityandguilds.com
250	Proofreading in the legal environment	Written-dated Question Paper – Externally set and marked assessment.	www.cityandguilds.com
251	Working in the legal environment	Assignment	www.cityandguilds.com
252	Legal spreadsheet processing	Assignment	www.cityandguilds.com
253	Legal database processing	Assignment	www.cityandguilds.com
254	Legal presentation techniques	Assignment	www.cityandguilds.com
255	The legal environment	Evolve – on line multiple choice test	www.cityandguilds.com
256	Principles of criminal liability	Assignment	www.cityandguilds.com
257	Principles of contract liability	Assignment	www.cityandguilds.com
258	Principles of negligence	Assignment	www.cityandguilds.com
259	Law in the workplace	Assignment	www.cityandguilds.com
260	Civil litigation	Assignment	www.cityandguilds.com
261	Consumer rights	Assignment	www.cityandguilds.com
807	Consumer rights	Assignment	www.cityandguilds.com
262	Family law	Assignment	www.cityandguilds.com
263	Wills and succession	Assignment	www.cityandguilds.com
264	Conveyancing	Assignment	www.cityandguilds.com

Unit	Title	Assessment method	Where to obtain assessment materials
301	Communicate in a business environment	Portfolio of evidence	
302	Contribute to the improvement of business performance	Portfolio of evidence	
305	Deliver a presentation	Portfolio of evidence	
306	Create bespoke business documents	Portfolio of evidence	
309	Evaluate the provision of business travel or accommodation	Portfolio of evidence	
314	Administer legal files	Portfolio of evidence	
315	Build legal case files	Portfolio of evidence	
316	Manage legal case files	Portfolio of evidence	
322	Analyse and present business data	Portfolio of evidence	
345	Manage personal and professional development	Portfolio of evidence	
353	Legal text and audio processing	Assignment	
354	Proofreading in the legal environment	Written-dated Question Paper – Externally set and marked assessment.	
355	Business skills in the legal environment	Assignment	
356	Legal spreadsheet processing	Assignment	
357	Legal database processing	Assignment	
358	Legal presentation techniques	Assignment	
359	Legal terminology	Written-on demand - Externally set and marked assessment.	
405	Support environmental sustainability in a business environment	Portfolio of evidence	
406	Resolve administrative problems	Portfolio of evidence	
408	Manage events	Portfolio of evidence	

Time constraints

Assessment must be completed within the candidate's period of registration. Please see the individual assignments for any time constraints.

Evidence requirements

Evidence requirements have been included for each Business and Administration unit.

Units may be assessed through a number of different sources and forms, which must meet the requirements of assessment criteria, which may include:

Naturalistic observation of workplace activities: Assessors must provide information about the context of the assessment.

Products: Such as reports, letters, e-mails, memos, printouts, etc, are also valuable items of performance evidence. Assessors are encouraged to assess work products in situ and record the location of evidence within their assessment records.

Expert witness: Can be used to address any gaps in the technical and occupational competence of assessors, and also for confidential or sensitive activities that are not appropriate for assessor observation. Expert witnesses are identified and trained by the centre.

Witness testimony: Can provide valuable evidence of candidate competence. In line with established principles, witness testimony must be:

- a clear, authentic statement indicating how the learner carries out their job
- dated, signed and include the job title of the witness.

Candidate reports (feedback): Oral or written reports from the candidate which involve descriptions of activities and processes and some self-assessment, e.g. a work diary.

Reflective accounts: A reflective account is usually a write up of how a candidate has carried out part of their job, recording events that actually happened. Where possible, the account should state why the candidate took the actions they did.

Professional discussion: Professional discussion is a single, or series of, structured, planned and in-depth discussion(s) which can be recorded electronically or manually in paper, computer, audio or video files. Professional discussions can be used to support observation reports, examination of work products and knowledge questionnaires. The CfA supports the use of professional discussion in holistic assessment.

Verbal / written questions: Also includes questionnaires; work based tasks; reflective accounts; case studies; professional discussion; and, feedback reports. As assessment by observation and examination of work products usually results in inferred knowledge. Questions should only be asked to fill gaps where knowledge is not explicit. This style of assessment still requires the assessor to confirm how knowledge and understanding has been addressed but avoids over assessment of the candidate.

Projects: An extended piece of practical and / or written work involving planning and research, generally presented as a report.

Assignments: May be practical or written tasks given to learners which test skills, knowledge or understanding, or combinations of all three.

Case studies: An effective case study report should:

- clearly identify the core problem(s)
- analyse the issues underlying the problem
- discuss and justify alternative solutions using theory / experience
- present feasible recommendations
- be presented in an appropriate format.

Audio / video recordings: May be used to support observation reports, examination of work products and knowledge questionnaires.

Simulation / role play: A task-based function where there are clear goals which need to be achieved and the outcomes are evaluated in a 'real-work environment' (see page 21).

This list is illustrative of the options available to provide evidence in support of achieving the assessment criteria of a unit. The most appropriate forms of evidence should be selected for each unit or part of a unit.

Assessment strategy

Portfolio Evidence

- Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the competence units.
- These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

Simulation

- Simulation can be applied to all Level 1 Business Administration and Customer Service units.
- Where simulation is used for units at Level 2 and above, it should be used sparingly and should only form a small part of the evidence for the qualification.
- Evidence may be produced through simulation solely in exceptional circumstances. The exceptional circumstances, under which simulation is possible, are those situations that are not naturally or readily occurring, such as response to emergencies.
- Simulation must be undertaken in a 'realistic working environment' (RWE). A RWE is "an environment which replicates the key characteristics in which the skill to be assessed is normally employed". The RWE must provide conditions the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working.

External verifiers will need to approve RWEs on an individual basis before any assessment can begin. Authenticity is essential and approval needs to be endorsed on an annual basis by the external verifier.

- Units which have been imported by Skills CFA into their apprenticeships or competence-based qualifications will be assessed in compliance with their relevant assessment strategies.

The primary responsibility of an Assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria.

It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates.

Assessors must:

- hold (or be working towards) an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors working towards an appropriate qualification must ensure their decisions are countersigned by a suitably-qualified assessor/verifier. Assessors holding older qualifications must be able to demonstrate that they are assessing to the current standards;
- be “occupationally competent” or have the necessary and sufficient experience of the role for which they intend to undertake assessments, including the level and scope of individual candidate performance at work or in RWEs; and judgements about the quality of assessment and the assessment process.

It is the responsibility of approved centres to select and appoint assessors.

Simulation can only be applied to the following competence units:

Business Administration

Skills CFA Ref.	Unit title	Level
B&A 3	Work with others in a business environment	1
B&A 4	Health and safety in a business environment	1
B&A 5	Manage time and workload	1
B&A 6	Use a telephone and voicemail system	1
B&A 7	Prepare text from notes	1
B&A 8	Meet and welcome visitors in a business environment	1
B&A 9	Handle mail	1
B&A 10	Use office equipment	1

Customer Service

Skills CFA Ref.	Unit title	Level
CS 2	Communication in customer service	1
CS 3	Record details of customer service problems	1
CS 4	Deal with customer queries, requests and problems	1

Management and Leadership

Skills CFA Ref.	Unit title	Level
M&L 17	Manage conflict within a team	3
M&L 31	Discipline and grievance management	4
M&L 44	Manage redundancy and redeployment	4

Employer direct model

Skills CFA encourages the use of an employer direct model. The employer direct model is where colleagues, supervisors and/or managers in the workplace are involved in the assessment process.

In order to use the employer direct model:

An organisation must:

have staff who have achieved, or be working towards achieving, appropriate regulatory body approved unit qualifications for assessment, moderation or verification; **OR**

seek guidance and approval from an awarding organisation to demonstrate that they have:

- appropriate processes in place to facilitate assessment, moderation or verification functions
- carried out 100% mapping of the trainer, supervisor or managers' assessment, moderation or verification skills and knowledge to the National Occupational Standards upon which the qualifications above are based.
- agree the mapping process with the awarding organisation/body involved
- demonstrate an equivalent level of rigour and robustness as the achievement of the unit qualification

An Awarding Organisation must:

- offer this model to employers only
- supply information on the requirements for internal and external moderation/verification activities to assessment centres.

Skills CFA and awarding organisations requires all assessors, moderators and verifiers to maintain current Business Administration, Customer Service and Management and Leadership competence to deliver these functions. Skills CFA recognises this can be achieved in many ways. However, such information must be formally recorded in individual continual professional development (CPD) records that are maintained in assessment centres.

Realistic Working Environment

A Realistic Working Environment (RWE) can be applied to all the units mentioned in the above tables.

It is essential that organisations wishing to operate a RWE operate in an environment which reflects a real work setting. This will ensure that any competence achieved in this way will be sustained in real employment.

To undertake the assessment in a RWE the following guidelines must be met:

- 1) the RWE is managed as a real work situation
- 2) assessment must be carried out under realistic business pressures
- 3) all services that are carried out should be completed in a way, and to a timescale, that is acceptable in business organisations
- 4) candidates must be expected to achieve a volume of work comparable to normal business practices
- 5) the range of services, products, tools, materials and equipment that the candidates use must be up to date and available
- 6) account must be taken of any legislation or regulations in relation to the type of work that is being carried out
- 7) candidates must be given workplace responsibilities to enable them to meet the requirements of the units
- 8) customer perceptions of the RWE is similar to that found in the work situation being represented
- 9) candidates must show that their productivity reflects those found in the work situation being represented.

External verifiers will need to approve RWEs on an individual basis before any assessment can begin. Authenticity is essential and approval needs to be endorsed on an annual basis by the external verifier.

Test specifications

A number of units in these qualifications are externally assessed.
Please find below the test specifications for those units:

Test: 5528-227 Employee Rights and Responsibility

Duration: 1 hour

Grading: Pass/Fail

Unit	Outcome	Number of questions	Approximate %
227	1 Understand the role of organisations and industries	7	47
	2 Understand employers' expectations and employees' rights and obligations	8	53
	Total	15	100

Test: 5528-250 Proofreading in the legal environment

Duration: 45 minutes

Grading: Pass/Fail

In task 1 the candidate is required to correct 10 pre identified errors.
These 10 marks could be a combination of

- Spelling
- Punctuation
- Consistency/Grammatical/Presentation

The 10 marks for Task 1 are distributed between the Total 50 marks in the table below.

Unit	Type of error	Number of questions	Approximate %
250	Spelling	28	75
	Punctuation	12	58
	Consistency/Grammatical/Presentation	10	60
	Total	50	75

Test: 5528-255 The legal environment

Duration: 60 minutes

Grading: Pass/Fail

Unit	Learning outcome	Number of questions	Approximate %
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255	1 Understand the purpose of law and the framework within which it operates	3	10
	2 Understand the main sources of English law	10	33
	Understand the operation of the legal system	17	57
	Total	30	100

Test: 5528-354 Proofreading in the legal environment

Duration: 1 hour

Grading: Pass/Fail

The maximum marks awarded for Task 1 is 15.

These 15 marks could be a combination of

- Spelling
- Punctuation
- Consistency/Grammatical/Presentation

The 15 marks for Task 1 are distributed between the Total 50 marks in the table below.

Unit	Type of error	Number of questions	Approximate %
354	Spelling	22	72
	Punctuation	16	69
	Consistency/Grammatical/Presentation	12	67
	Total	50	75

Test: 5528-359 Legal terminology

Duration: 1 hour

Grading: Pass/Fail

Unit	Outcome	Number of questions	Approximate %
359	1 Understand the meaning of legal terminology within legal documents	5	100
	Total	5	100



5 Units

Can be found in unit packs at www.cityandguilds.com

Glossary of words used in the units

The following key words and terms are used in the units.

Term	Definition
Analyse	to study or examine something in detail, in order to discover more about it
Assess	to judge or decide the amount, value, quality or importance of something
Describe	to say or write what someone or something is like
Evaluate	to judge or calculate the quality, importance, amount or value of something.
Explain	to make something clear or easy to understand by describing or giving information about it e.g. how or why
Identify	to recognise someone or something and say or prove who or what they are
Produce	to make something or bring something into existence
Propose	to offer or state a possible plan or action (for other people to consider)
Research	a detailed study of a subject, especially in order to discover (new) information or reach a (new) understanding
Select	to choose a small number of things, or to choose by making careful decisions
Support	to help someone emotionally or in a practical way
Use	to put something such as a tool, skill or building to a particular purpose



Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

City & Guilds
Believe you can



www.cityandguilds.com

Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
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