

City & Guilds Business Administration (5528) and Customer Service (5530)

FAQs - Updated December 2014

1. What are the key differences between the new qualifications and those that are being replaced?

The new qualifications at Level 2 and Level 3 are “hybrid”, i.e. they combine both the competence and knowledge components previously found separately in NVQs and VRQs/tech certs.

At Level 4 the new qualifications are NVQs.

The new units are based on new National Occupational Standards (NOS) in Business & Administration and Customer Service.

2. How will the changes affect the delivery of the new qualifications?

For centres that have delivered both the NVQ and VRQs in the past, very little. Centres that have previously only registered candidates on the NVQs will have to deliver more knowledge related content.

3. How will the new qualifications be assessed?

The mandatory units that are knowledge only are assessed via e-volve online tests, while the competence based units are centre assessed by portfolio.

Optional knowledge units from other subject areas, such as IT, are assessed by assignment set by City & Guilds, marked internally by centres and available to approved centres through the [5528](#) and [5530](#) webpages.

Management and Leadership units are centre assessed by portfolio.

Details of how each unit is assessed is available in the qualification handbooks under Centre Documents on the [5528](#) and [5530](#) webpages.

4. Centres will have developed resources for the old qualifications – will they still be relevant?

Yes – whilst the new qualifications are based on new national occupational standards (NOS), centres will find the content familiar and will be able to use existing resources, with some adaptations where appropriate, without problem.

5. If the units have been developed by Skills CFA, the sector skills council for these subjects, and are therefore common across all awarding organisations, what does City & Guilds offer that is different?

City & Guilds provides assessment guidance, including additional range that indicates the specific knowledge requirements to be assessed by e-evolve tests. Full unit details are available on the [5528](#) and [5530](#) webpages.

6. Will there be new Apprenticeship frameworks alongside the new qualifications?

The Apprenticeship frameworks for Wales, Northern Ireland and England have been amended by Skills CfA, so that from 1 September 2014 the new 5528 and 5530 qualifications are the required subject components. Centres **must not** register apprenticeship learners on the old 4428, 4475, 4430 or 4417 qualifications. The requirements for ERR, PLTS, Essential Skills Wales and Functional Skills remain unchanged.

The 4710-04 Level 4 Diploma in Business and Professional Administration remains the required technical certificate component of the Level 4 (Higher) Apprenticeship in Business and Professional Administration.

7. Are the new qualifications available within apprenticeship packages?

There is a new City & Guilds Business Administration apprenticeship package (9645) that covers the Business Administration, Legal Administration and Medical Administration pathways for the SASE and SASW frameworks.

There is not currently a City & Guilds apprenticeship package for Customer Service.

8. How are PLTS and ERR assessed?

PLTS is covered by the mandatory units so requires no additional assessment. Mapping documents for PLTS are available on the [5528](#) and [5530](#) webpages.

ERR – a requirement for those learners on apprenticeship programmes - can be taken either as an optional unit (5528-227 and 5530-228) within the Level 2 and 3 qualifications or through the Skills CfA workbook, which is available to download from the [5528](#) and [5530](#) webpages. If taken as an optional unit, it contributes towards the total credit value of the qualification and must be assessed by either version A or B of the short answer questions, available from the City & Guilds website and marked internally by the centre. No other method is allowed for the assessment of units 5528-227 and 5530-228.

The Skills CfA ERR workbook does not contribute towards the credit value of the qualifications and cannot be used to assess learners against units 5528-227 and 5530-228.

9. What about those learners who, in the past, just want to do the VRQ/knowledge qualifications or just the NVQs?

The existing 4475 and 4417 VRQs remain available for new learner registrations until 31 August 2015. In addition, the existing 4428 and 4430 NVQs will also be available for new learner registrations until 31 August 2016. However these qualifications are no longer recognised as components of the Business Administration and Customer Service Apprenticeship Frameworks. Learners on Apprenticeship programmes must be registered on the appropriate 5528 and 5530 qualification.

10. Will the new qualifications and apprenticeships be offered in Wales and Northern Ireland?

Yes – the new qualifications are available for delivery in Wales, Northern Ireland and England, as well as being required components of the revised apprenticeship frameworks in all three countries. Funding is available in all three countries, whether they are taken as part of an apprenticeship programme or as stand alone qualifications.

11. Are there any new teaching and learning resources available?

City & Guilds have developed resources for the new qualifications, including SmartScreen and Level 2 and 3 textbooks for Business & Administration and SmartScreen for Customer Service. SmartScreen resources are available now, with additional material available from early 2015. The qualification standards/units are available on Learning Assistant.

12. What do I need to do to switch to the new qualifications?

Fast-track approval forms are available on the [5528](#) and [5530](#) webpages for centres switching to the new qualifications.

13. Where can I find out more?

Sign up to our focus alerts via the City & Guilds website (www.cityandguilds.com/provide-training/centre-support/preference-centre)

Check out the new qualification pages for 5528 Business & Administration:

<http://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/business-admin-and-public-services/5528-business-administration#tab=information>

5530 Customer Service:

<http://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/5530-customer-service#tab=information>

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