Level 1 Certificate in ICT
Professional Competence
(4520-01)

Qualification handbook
501/1671/X
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# Level 1 Certificate in ICT Professional Competence (4520-01)

## Qualification handbook

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www.cityandguilds.com
June 2011
Version 5.0 (November 2015)
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1 About this document

This document contains the information that centres need to offer the following Certificate:

**Level 1 Certificate in ICT Professional Competence (4520-01)**

**Ofqual accreditation number** 501/1671/X

This document includes details and guidance on:
- centre resource requirements
- learner entry requirements
- unit information and rules of combination
- information about links with, and progression to, other qualifications
- assessment requirements.
2  About the qualification
2.1  Aims of the qualification

Accreditation details
This qualification is accredited by the Office of Qualifications and Examinations Regulation at Level .

The City & Guilds Certificate in Professional Competence for ICT Professionals combines competence based National Occupational Standards (NOS) units with the opportunity to complete a broader set of industry recognised certifications, such as Microsoft and Cisco qualifications and systems and principles units from the expert in vocational qualifications, City & Guilds

This handbook contains a list of the units that make up the Level 1 Certificate in ICT Professional Competence.

The aims of this qualification are to:
• meet the needs of learners who work or want to work in the IT and Telecoms sector as Database Administrators, Internet/Web Professionals, IT Product Developers, IT Technical Sales Specialist, IT Trainers, Multimedia Designers, Network Managers, Office Equipment Service Technicians, Software Developer/Programmers, Systems Analysts and Telecommunications Technicians
• allow learners to learn, develop and practise the skills required for employment and/or career progression in the IT and Telecoms sector
• contribute to achieving the competence required to follow a career as either a Telecoms or IT Professional, whilst containing additional skills and knowledge which go beyond the scope of the NOS.
2 About the qualification

2.2 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 qualification which may be awarded to learners successfully completing the required rules of combination as shown below:

To achieve the **Level 1 Certificate in ICT Professional Competence**, learners must achieve:


- **6** credits from (100 and 102)
  - a minimum of **8** credits from (101, 103, 106-111, 113-114, 171-180, 188, 604-607, 617-629)
  - a maximum of **1** unit from (101, 103, 201, 203)
  - a maximum of **4** credits from (171-180, 188, 271-280, 288)

***Please note: Only the highest value in any subject matter can count towards this qualification.***

The **mandatory units must be achieved using workplace evidence**. Optional units can be achieved using other assessment methodologies.

The units and credit values assigned are shown in the table below.

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Level 1 Certificate in ICT Professional Competence (4520-01)
Certificates of unit credit
Certificates of unit credit (CUC) will be issued to learners for each successfully completed unit. Learners who do complete the required numbers of credit will also receive a full qualification certificate.
2 About the qualification

2.3 Sources of information and assistance

Related publications
City & Guilds also provides the following documents relating to this qualification:

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<tr>
<td>Level 1, 2, 3 &amp; 4 unit handbook (4520-01, 02, 03 &amp; 04)</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></td>
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<tr>
<td>Fast track approval forms</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></td>
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<tr>
<td>Level 2 Professional Competence handbook (4520-02)</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></td>
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<tr>
<td>Level 3 Professional Competence handbook (4520-03)</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></td>
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<tr>
<td>Level 4 Professional Competence handbook (4520-04)</td>
<td><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></td>
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Other essential City & Guilds documents
There are other City & Guilds documents which contain general information on City & Guilds qualifications:

*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.

*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 such 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**: information on how to register for GOLA/e-volve assessments.
3 Learner entry and progression

Learner entry requirements
Learners should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to successfully gain the qualification and some employers specify a minimum entry level.

Please see section 5 Course design and delivery, which offers guidance on initial assessment. As part of the assessment for this qualification, learners must have access to a work setting.

Skills and attributes which are relevant to information technology and telecoms occupations are
- Motivation to succeed within a career in information technology (IT)
- Willingness to learn and apply that learning in the workplace
- Ability to complete the qualifications which are part of the Apprenticeship programme
- Ability to communicate effectively with a range of people
- Enjoy being part of a team
- Problem solving abilities
- Organisation skills and can work to deadlines
- Can work logically and methodically

Age restrictions
This qualification is approved for use by learners from the age of 14.

Progression
The qualification provides knowledge and/or practical skills related to the Level 1 Certificate in ICT Professional Competence.

On completion of this qualification learners may progress into:
- Level 2 Diploma in ICT Professional Competence (4520-02)
- Level 3 Diploma in ICT Professional Competence (4520-03)
- Level 4 Diploma in ICT Professional Competence (4520-04)
- Higher Education such as Foundation Degree
- City & Guilds Higher Level Qualification for IT Practitioners (4447)
- Honours Degree such as IT Management for Business
- other non-IT sectors such as management, finance, business skills or other company/employer requirements.

Europass Certificate Supplement
A Europass Certificate Supplement can be made available for the Level 1 Certificate in ICT Professional Competence.
The Certificate Supplement is part of a European initiative called Europass which aims at facilitating mobility by making it easier to understand skills and qualifications, especially outside the issuing country.

The Certificate Supplement can be used to help learners find a job, get experience or enrol in an education or training programme abroad. It may also assist employers to identify the best applicants to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied by the awarding body which develops the qualification.

For more information on Europass and to download the Certificate Supplement for free, please visit www.cityandguilds.com/europass.
4 Centre requirements
4.1 Centre, qualification and fast track approval

Centres not yet approved by City & Guilds
To offer this qualification, new centres will need to gain both centre and qualification approval.

Existing City & Guilds centres
To offer this qualification, centres already approved to deliver City & Guilds qualifications will need to gain qualification approval.

Centres already offering City & Guilds qualifications in this subject area
Centres running the following qualifications may apply for fast track approval:
- Level 2 Diploma in ICT Professional Competence (7540-02)
- Level 3 Diploma in ICT Professional Competence (7540-03)
- Level 2 Level 2 Diploma for Software Developers (7266-22)
- Level 3 Advanced Diploma for Software Developers (7266-23)
- Level 2 (Level 2 Diploma for IT Practitioners (7266-24)
- Level 3 Advanced Diploma for IT Professionals (7266-25)
- Level 2 Diploma in ICT Systems Support (7266-26)
- Level 3 Advanced Diploma in ICT Systems Support (7266-27)
- Level 1 NVQ for IT Practitioners (4324-01)
- Level 2 NVQ for IT Practitioners (4324-02)
- Level 3 NVQ for IT Practitioners (4324-03)
- Level 4 NVQ for IT Practitioners (4324-04)

It is the centre’s responsibility to check that fast track approval is still current at the time of application.

All other approvals will need to follow the standard Qualification Approval Process.
4 Centre requirements
4.2 Resource requirements

Physical resources
At each qualification level the mandatory units must be assessed using evidence arising from the workplace. All optional units may be assessed using evidence arising from the workplace. For all workplace assessments:

- evidence should arise naturally from workplace tasks and activities eg job sheets, work logs, contact reports etc.;
- ephemeral evidence, for example of decision taking, should be cross checked by oral questioning and backed up by brief written evidence – for example in the form of annotations or storyboards;
- the assessment of workplace performance should be as natural and efficient as possible and therefore evidence of competence should, where possible, come from work colleagues acting as ‘expert witnesses’.

Centres must provide access to sufficient equipment in the centre or workplace to ensure learners have the opportunity to cover all of the practical activities.

Centres can use specially designated areas within a centre to assess, for example, the installation of specialised systems. The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions, for example electric motors must have a method of applying sufficient power and not be connected up to show movement.

Human resources
To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken:

Expert witnesses
Expert witnesses can be drawn from a wide range of people who can attest to performance in the workplace, including line managers, coaches and experienced colleagues from inside the learner’s organisation or from other organisations such as customers or clients.

The expert witness can, in particular, provide evidence relating to the learner’s competence:

- when working with, or supporting, specialist products, equipment or systems;
- in meeting customer requirements; and
- of working within organisational procedures.

Expert witnesses should at least:

- have a minimum of 2 years supervisory, managerial or training experience in the units for which they are providing evidence;
- demonstrate a working knowledge of the National Occupational Standards units they are attesting to; and
- demonstrate clear evidence of appropriate continuous professional development.

In addition it would be desirable for the expert witness to hold or be working towards an appropriate unit of competence in the assessment of workplace performance. If this is not the case, they should hold a post that involves responsibility for the quality of work performed by those for whom they are acting as an expert witness.
Staff delivering the qualifications

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements:

- be occupationally knowledgeable in the area for which they are delivering training. This knowledge must be at least to the same level as the training being delivered.
- have credible experience of providing training
- have at least recent relevant experience in the specific area they will be assessing
- have any relevant qualifications required to deliver in the post 16 education market.

Centre staff may undertake more than one role eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

Assessors

Assessors will be appointed by approved centres to assess learner performance and judge the validity of work place assessments.

Where expert witnesses make a significant contribution to the assessment process:

- the assessor will be responsible for approving the selection of expert witnesses including evidence of occupational competence and monitoring their contribution to the assessment process; and
- a register of all accepted expert witnesses must be maintained by the centre and be subject to review as part of the external verification process.

The assessor will be responsible for making assessment judgements including for units where evidence relies extensively on expert witness testimony. The assessor will make use of appropriate expert witness testimony as part of the overall assessment of the learner. In addition the assessor must ensure that witness testimony clearly matches the level and breadth of performance described in the NOS, and this may be done, for example, by the assessor questioning the witness against the knowledge and skills specified in the NOS.

In addition to the requirements of the regulatory authorities, assessors must:

- have carried out continued professional development to familiarise themselves with current standards for assessment; and
- have relevant (IT, CT or CC) experience and occupational competence to enable them to make a valid judgement about demonstration of competence in the area they will be assessing.

Internal Verifiers

Internal verifiers will be appointed by approved centres to ensure the quality and consistency of assessments within the centre.

In addition to the requirements of the regulatory authorities, Internal Verifiers must have the relevant (IT, CT or CC) experience and occupational competence to enable them to make a valid judgement about a demonstration of competence in the area they will be verifying.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, training, assessment and verification remains current, and takes account of any national or legislative developments.
4 Centre requirements
4.3 Administration, registration and certification

City & Guilds’ administration
Full details of City & Guilds’ administrative procedures for this qualification are provided in the Online Catalogue. This information includes details on:
- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, as specified in the City & Guilds Online Catalogue.

Centres must follow all administrative guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change. The latest news is available on the website (www.cityandguilds.com).

Regulations for the conduct of examinations
Regulations for the conduct of examinations for online and written examinations are given in the Centre Manual - Supporting Customer Excellence. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records
Centres must retain copies of learner assessment records for at least three years after certification.

Notification of results
After completion of assessment, learners will receive, via their centre, a ‘notification of learner results’, giving details of how they performed. It is not a certificate of achievement.

Certificates of unit credit (CUCs)
A certificate of unit credit records the successful completion of a unit. Centres can apply to City & Guilds for CUCs at any time after learners have achieved a unit. They do not need to wait until the full programme of study has been completed.

Full certificates
Full certificates are only issued to learners who have met the full requirements of the qualification, as described in section 2 Rules of combination.
4 Centre requirements
4.4 Quality assurance

This information is a summary of quality assurance requirements.

Centre Manual - Supporting Customer Excellence provides full details and guidance on:
- internal quality assurance
- external quality assurance
- roles and responsibilities of quality assurance staff.

Internal quality assurance
Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre’s own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

External quality assurance
External quality assurance for the qualification will be provided by City & Guilds external verification process. External verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, external verifiers must have appropriate occupational and verifying knowledge and expertise. City & Guilds’ external verifiers attend training and development designed to keep them up-to-date, facilitate standardisation between verifiers and share good practice. City & Guilds external verifiers use electronic report forms designed to provide an objective risk analysis of individual centre assessment and verification practice.

External verifiers:
External verifiers are appointed by City & Guilds to monitor and assure quality and consistency of assessments within and between centres. In addition, where expert witnesses make a significant contribution to the assessment process, the register of all accepted expert witnesses should be reviewed as part of the external verification process.

In addition to the requirements of the regulatory authorities, External Verifiers must have the relevant (IT or CT) experience and occupational competence to enable them to make a valid judgement about a demonstration of competence in the area they will be verifying.

The role of the external verifier is to:
- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds.
5 Course design and delivery
5.1 Initial assessment and induction

Centres will need to make an initial assessment of each learner prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:
- any specific training needs the learner has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the learner has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the Centre Manual - Supporting Customer Excellence.
5 Course design and delivery
5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way that
- best meets the needs and capabilities of their learners
- satisfies the requirements of the qualification.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core/Functional Skills and other related qualifications. Relationship tables are provided in section 6 Relationships to other qualifications to assist centres with the design and delivery of the qualification.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

For further information to assist with the planning and development of the programme, please refer to the following:
- all mandatory units must be assessed using evidence from the workplace
- CISCO units must be assessed by the relevant CISCO test
- CompTIA units must be assessed by the relevant CompTIA test
- Microsoft units must be assessed by the relevant Microsoft test
- CIW units must be assessed by the relevant CIW test
- Linux units must be assessed by the relevant Linux Professional Institute test
- all other optional units can be assessed using other assessment methodologies, eg evidence from the workplace, simulation, Real Work Experience or contributing qualification assessment.
5 Course design and delivery

5.3 Data protection, confidentiality and legal requirements

Data protection and confidentiality
Data protection and confidentiality must not be overlooked when planning the delivery of this qualification.

Centres offering this qualification may need to provide City & Guilds with personal data for staff and learners. Guidance on data protection and the obligations of City & Guilds and centres are explained in Centre Manual - Supporting Customer Excellence.

It is extremely important to protect the identity of the individuals encountered by learners in the work setting, eg customers, clients and patients.

Confidential information must not be included in learner portfolios or assessment records. Confidential information should remain in its usual location, and a reference should be made to it in the portfolio or assessment records.

Images of minors being used as evidence
If videos or photographs of minors (those under 18) are used as the medium to present evidence as part of the qualification, both centre and learner have responsibilities for meeting child protection legislation.

Centres are responsible for informing learners of the following:
- getting permission from the minor’s parent/guardian prior to collecting the evidence
- reasons and restrictions for using photographs or video recordings as evidence
- period of time for which the photographs or video recordings may be kept
- obligation to keep photographs or video recordings secure from unauthorised access
- secure electronic storage requirements of photographs or video recordings
- associated child protection legislation.

Legal requirements
There is no legislation affecting the qualification.
6 Relationships to other qualifications

6.1 Links to National Occupational Standards/other qualifications

City & Guilds has identified the connections to the NOS/previous NVQ/VRQ on the NQF. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that learners completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that learners meet requirements of all units/qualifications. For example, units within a qualification may be similar in content to units in other qualifications which the learner may have already undertaken and this may present opportunities for APL.

This qualification has connections to the following NQF qualifications:
- Level 2 NVQ for Communications Technologies Practitioners (3661-02)
- Level 2 Certificate in Communications Cabling (3666)
- Level 1 NVQ for IT Practitioners (4324-01)
- Level 2 NVQ for IT Practitioners (4324-02)
- Level 2 Diploma for Software Developers (7266-22)
- Level 2 Diploma in ICT Systems Support (7266-26)
- Level 2 Diploma for ICT Practitioners (7266-24)
- Level 3 NVQ for Communications Technologies Professionals (3661-03)
- Level 3 Diploma in ICT Communications Systems (3662-03)
- Level 3 Diploma in Designing and Planning Communications Networks (3663-03)
- Level 3 NVQ for IT Professionals (4324-03)
- Level 3 Advanced Diploma for IT Professionals (7266-25 and 7266-29)
- Level 3 Advanced Diploma in ICT Systems Support (7266-27)

This qualification has connections to the following qualifications:
- Level 2 Diploma in ICT Professional Competence (7540-02)
- Level 3 Diploma in ICT Professional Competence (7540-03)
- Level 1 Certificate for IT Users (ITQ) (7541-01)
- Level 2 Certificate for IT Users (ITQ) (7541-02)
- ITQ Level 1 for IT users (7574-01)
- ITQ Level 2 for IT users (7574-02)
- Level 2 Award in Communications Cabling (3667-02)
- Level 1 IT Systems Support (7276-11)
**Contacting the Sector Skills Council**
Name of SSC: e-skills UK
Address: 1 Castle Lane
          London
          SW1E 6DR
Telephone: 0207 963 8920
Fax: 0207 592 9138
e-mail: info@e-skills.com
URL: www.e-skills.com

**Vendor units**
These units were developed by a variety of vendors and centres wanting to offer these units must adhere to the guidelines provided by each organisation. Contact details for these organisations are as follows:

**Contacting CISCO**
Name of Vendor: Cisco Systems Ltd
Address: 11 New Square
          Bedfont Lakes
          Feltham
          TW14 8HA
          United Kingdom
Telephone: +44 (0)20 8824 1000
Fax: +44 (0)20 8824 1001
URL: www.cisco.com/web/learning/netacad

**Contacting CompTIA**
Name of Vendor: CompTIA
Address: 5th Floor, City Tower
          40 Basinghall Street
          London, EC2V 5DE
Telephone: +44 (0) 20 7330 6060
Fax: +44 (0) 20 7330 6061
e-mail: info_uk@comptia.org
URL: http://uk.comptia.org

**Contacting Microsoft**
Name of Vendor: Microsoft Ltd
Address: Microsoft Campus
          Reading
          RG6 1WG
Telephone: +44 (0)870 60 10 100
Fax: +44 (0)870 60 20 100
URL: www.microsoft.com

**Contacting CIW**
Name of Vendor: CIW (Certified Internet Web Professional)
Telephone: +353 (0) 61 230118
URL: ciwcustservice@CIWcertified.com
Accreditation of prior learning and experience (APEL)

Accreditation of Prior Learning (APL) and Accreditation of Prior Experience and Learning (APEL) recognise the contribution a person's previous experience could contribute to a qualification.

All existing NVQ achievements can be used as APA against the NOS-based units as the standards have not been changed in any way for these units.
Evidence requirements

All mandatory units must be assessed in the workplace but optional units can be assessed through a wider variety of assessment methods. Occupational competence can be assessed in the workplace by managers, coaches or external assessors.

Usually you can find evidence of your learners' performance from assessor observation and/or testimony from an expert witness of the learner carrying out activities in the workplace.

Optional units can be assessed using assessments from contributing qualifications such as e-Quals 07.

What can be accepted as evidence?
Learners can draw on past experience to provide evidence as well as collecting evidence from their current job. The potential sources and what is acceptable as evidence follow.

Background evidence
Copies of CVs, previous or current job descriptions, any previous certificates which relate to this award. Learners can also include performance evidence from previous experiences and achievements.
- CV
- Job descriptions
- Certificates
- Records of achievement
- Accounts of experience
- Case studies or projects from previous work
- Licences
- Records of courses attended
- Staff appraisals
- Products
- Endorsements
- Employer references
7 Assessment

7.2 Observed performance and products of performance

Work is a natural source of evidence. Often there are products from the assessed activity which should be retained as a valuable source of evidence, for example:

<table>
<thead>
<tr>
<th>Letters relating to work</th>
<th>Completed Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Sheets</td>
<td>Plans</td>
</tr>
<tr>
<td>Diaries</td>
<td>Completed projects, case studies or assignments that are part of your work</td>
</tr>
<tr>
<td>Finished or end products</td>
<td>Witness statements about your work</td>
</tr>
<tr>
<td>Contact with clients</td>
<td>Memos and reports</td>
</tr>
<tr>
<td>Logbooks</td>
<td>Checklists</td>
</tr>
<tr>
<td>Tape recordings</td>
<td>Visual aids/photographs/videos</td>
</tr>
<tr>
<td>Authenticated reports from appropriate personnel, e.g. line managers</td>
<td>Staff appraisals</td>
</tr>
<tr>
<td>References received</td>
<td>Witness Statements from clients</td>
</tr>
</tbody>
</table>

**Supplementary evidence**

Where it is not possible to gain sufficient performance evidence through direct observation of work activities or products of this work, it will be necessary for you to ask for supplementary evidence. This could be by asking for the learner to:

- answer oral or written questions
- attend an interview
- complete written tests
- provide a written personal account of competence to support other evidence
7 Assessment

7.3 Recording forms

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

City & Guilds endorses several e-Portfolio systems. Further details are available at www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of Recording forms including examples of completed forms, for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by learners and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.
8 Units

8.1 About the units

Availability of units
The units for this qualification are available to download from the 4520 All Units handbook which can be found under the key documentation section of the City & Guilds website pages for 4520.
Appendix 1  Sources of information about level accreditation, qualification and credit frameworks and level descriptors

Appendix 2  Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as centres.

Centres must meet a set of quality criteria including:
- provision of adequate physical and human resources
- clear management information systems
- effective assessment and quality assurance procedures including learner support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the centre approval process (CAP). Centres also need approval to offer a specific qualification. This is known as the qualification approval process (QAP), (previously known as scheme approval). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for the particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in the Centre Manual - Supporting Customer Excellence, which is also available on the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, 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. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in Centre Manual - Supporting Customer Excellence.
Approval for global online assessment (GOLA)

In addition to obtaining centre and qualification approval, centres are also required to set up a GOLA profile in order to offer online examinations to learners. Setting up a GOLA profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and GOLA technical requirements are available on the City & Guilds website (www.cityandguilds.com/e-assessment). The GOLA section of the website also has details of the GOLA helpline for technical queries and downloads for centres and learners about GOLA examinations.

Centres should also refer to Centre Manual - Supporting Customer Excellence for further information on GOLA.
## Useful contacts

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UK learners</strong></td>
<td>General qualification information</td>
<td>E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>International learners</strong></td>
<td>General qualification information</td>
<td>F: +44 (0)20 7294 2413</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E: <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>Centres</strong></td>
<td>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing</td>
<td>F: +44 (0)20 7294 2413</td>
</tr>
<tr>
<td></td>
<td>or late exam materials, Nominal roll reports, Results</td>
<td>E: <a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>Single subject qualifications</strong></td>
<td>Exam entries, Results, Certification, Missing</td>
<td>F: +44 (0)20 7294 2413</td>
</tr>
<tr>
<td></td>
<td>or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change</td>
<td>E: <a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>International awards</strong></td>
<td>Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports</td>
<td>F: +44 (0)20 7294 2413</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E: <a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>Walled Garden</strong></td>
<td>Re-issue of password or username, Technical problems, Entries, Results, GOLA, Navigation, User/menu option, Problems</td>
<td>F: +44 (0)20 7294 2413</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E: <a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>Employer</strong></td>
<td>Employer solutions, Mapping, Accreditation, Development Skills, Consultancy</td>
<td>T: +44 (0)121 503 8993</td>
</tr>
<tr>
<td></td>
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<td>E: <a href="mailto:business@cityandguilds.com">business@cityandguilds.com</a></td>
</tr>
<tr>
<td><strong>Publications</strong></td>
<td>Logbooks, Centre documents, Forms, Free literature</td>
<td>F: +44 (0)20 7294 2413</td>
</tr>
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</table>