Level 1 Award in ICT Systems Support (7276-11)

Qualification handbook

www.cityandguilds.com
September 2017
Version 3.1

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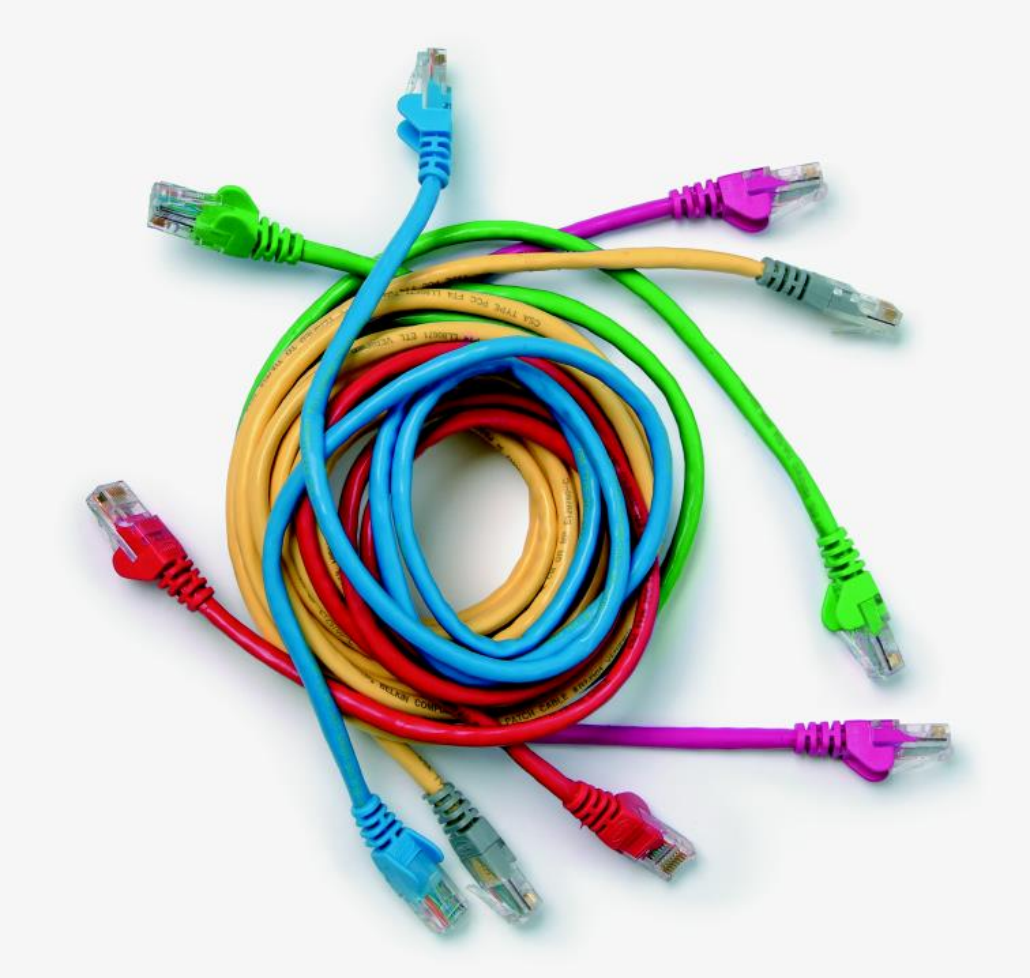

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September 2017
Version 3.11

Version and date	Change detail	Section
1.1 Sep 2011	Amend rules of combination	Structure
3.0 Jan 2016	Registration and certification dates removed	Assessment
3.1 September 2017	Added TQT and GLH	Qualification Structure

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1 About this document

This document contains the information that centres need to offer the following qualification

Level 1 Award in ICT Systems Support - PC Maintenance (7276-11)	
Ofqual accreditation number	501/1174/7

Centres can also deliver this qualification using the following iTQ units

Level 1 IT User fundamentals 1 (3 Credits) 7276-102
Level 1 Setting up an IT system 1 (3 Credits) 7276-103
Level 1 Optimise IT system performance 1 (2 Credits) 7276-104
Level 1Security for IT users 1 (1 Credits) 7276-105

Level 1 Award in ICT Systems Support - PC Maintenance (7276-11)	
Ofqual accreditation number	500/6805/2

This document includes details and guidance on:

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements

2 About the qualification

2.1 Aim of the qualification

The purpose of this qualification is to provide entry to the ICT sector for learners wanting to become good all-rounders with a grounding in basic hardware maintenance, software installation and configuration, and general troubleshooting in order to provide support for the IT Small Office/Home Office Support. Holders of this qualification will be to deal with the day-to-day aspects of maintaining the IT infrastructure of small businesses, home workers and the consumer market. Much of their services will be delivered remotely, but there will be a need for timely physical interventions when required.

The qualification also provides learners with information about safe disposal of computer equipment. This award is aimed at new entrants, eg school leavers or for adults looking for a change in career.

This award is aimed at candidates who

- do not have access to a competence based qualification
- want to enter the ICT industry or related sector
- need evidence towards the underpinning knowledge of the related Diploma in ICT Professional Competence

Learners will have the opportunity to learn, practice and develop the competencies and skills required by the industry at entry level in order to both access the sector and remain in sustainable employment. Specifically the qualification aims to give learners:

- the vocational competencies required to enter and remain in the industry
- the behavioural competencies required to enter and remain in the industry
- the skills and confidence to engage in employer specific induction and product training programmes
- an opportunity for learners to identify the appropriateness and their suitability to the sector and individual organisations within that sector
- a hook into learning together with increasing aspirations

Accreditation details

This qualification is accredited by the Ofqual at Level 1 of the QCF.

For further details about accreditation, national qualification frameworks and level descriptors please refer to Appendix 1.

Candidates can progress from this qualification to the

- Level 2 Diploma in ICT Systems Support (7540-12)
- Level 2 Certificate in ICT Systems Support (7540-12)
- Level 2 Diploma in ICT Systems and Principles for IT Professionals (7540-12)

Candidates who are employed are also able to use the units to contribute to their Level 2 Diploma in ICT Professional Competence (7540-02)

2 About the qualification

2.2 The structure of the qualification

This section provides information about the structure of the qualification and unit combinations required for the qualification.

Full qualifications

For the Level 1 Award in IT Systems Support – PC Maintenance the units are

Ofqual unit reference	City & Guilds unit number	Unit title	Excluded combination of units (if any)
J/502/4206	102	IT User fundamentals 1 (3 credits)	106,107
Y/502/4209	103	Level 1 Setting up an IT system 1 (3 Credits)	106,107
D/502/4244	104	Level 1 Optimise IT system performance 1 (2 Credits)	106, 107
R/502/4256	105	Security for IT users 1 (1 Credits)	106, 107
H/602/2649	106	Dismantle, assemble, install and maintain a desktop computing system (4 credits)	102,103,104,105
R/602/2646	107	Fundamentals of Computing Systems and Customer Care (5 credits)	102,103,104,105

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 1 Award in ICT Systems Support (7276-11)	85	90

3 Sources of information and assistance

Related publications

City & Guilds also provides the following documents specifically for this qualification:

Publication	Available from
Assignment instructions for assessors	www.cityandguilds.com
Assignment instructions for candidates	www.cityandguilds.com
Information for centres	www.cityandguilds.com
Information for employers	www.cityandguilds.com
Information for learners	www.cityandguilds.com
Qualification handbook (SP-7276-11)	www.cityandguilds.com

Other essential City & Guilds documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- Providing City & Guilds qualifications – a guide to centre and qualification approval
  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.

- Ensuring quality
  contains updates on City & Guilds assessment and policy issues.

- contains additional information on Providing City & Guilds qualifications, in a CD-ROM, which links to the internet for access to the latest documents, reference materials and templates. The Centre Toolkit is sent to centres when they receive approved centre status. It is also available from to order at an additional cost.

- Online catalogue
  contains details of general regulations, registration and certification procedures and fees. This information is also available online.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

City & Guilds websites

Website	Address	Purpose and content
City & Guilds main website	www.cityandguilds.com	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
Walled Garden	www.walled-garden.com	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

e-mail	Query types
learnersupport@cityandguilds.com	all learner enquiries, including • requesting a replacement certificate • information about our qualification • finding a centre.
centresupport@cityandguilds.com	all centre enquiries
walledgarden@cityandguilds.com	all enquiries relating to the Walled Garden, including • setting up an account • resetting passwords.

4 Candidate entry and progression

Candidate entry requirements

Candidates 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 candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to successfully gain the qualification.

Please see Section 6 Course design and delivery, which offers guidance on initial assessment.

Age restrictions

There are no age limits attached to candidates taking the qualification unless this is a legal requirement of the process or the environment.

Progression

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

On completion of this qualification, candidates may progress into employment or to the following City & Guilds qualifications:

- Level 2 Certificate/ Diploma in IT Systems Support (7540-12)
- Level 2 Diploma in ICT Systems and Principles for IT Professionals (7540-12)

Candidates who are employed are also able to use the units to contribute to their

- Level 2 Diploma n ICT Professional Competence and (7540-02)

5 Centre requirements

5.1 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. Please refer to Appendix 2 Obtaining centre and qualification approval for further information.

Existing City & Guilds centres

To offer this qualification, centres already approved to deliver City & Guilds qualifications will need to gain qualification approval. Please refer to Appendix 2 for further information.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the 7266-11 Level 1 Certificate in ICT Systems Support – PC Maintenance will get automatic approval if they have been active in the 2009-10 academic year, this process will be coordinated internally by City & Guilds.

Centres who are approved to offer the following City & Guilds qualifications may apply for fast track approval until September 2011

- Level 2 Diploma for IT Practitioners (7266-24)
- Level 2 Diploma in IT Systems Support (7266-26)
- Level 2 NVQ for IT Practitioners (4324-02)

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

After September 2011, the qualification is subject to the standard Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

5 Centre requirements

5.2 Resource requirements

Physical resources

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

Human resources

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

- quality assurance co-ordinator
- trainer / tutor
- assessor
- internal verifier/moderator
- examinations secretary
- invigilator.

Staff delivering the qualifications

Staff delivering this qualification must be able to demonstrate that they are technically competent in the area for which they are delivering training and/ or have experience of providing training. This knowledge must be at least to the same level as the training being delivered.

Trainer / tutors must

- 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.

Assessors internal verifiers

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualification.

Please note: Centre staff may undertake more than one role eg tutor and assessor but must never internally verify their own assessments.

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.

5 Centre requirements

5.3 Registration and certification

Administration

Full details of City & Guilds' administrative procedures for this qualification is 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 should follow all administrative guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change. The latest News are 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 Providing City & Guilds qualifications - a guide to centre and qualification approval and in the Online Catalogue. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records

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

Notification of results

After completion of assessment, candidates will receive, via their centre, a 'notification of candidate results', giving details of how they performed. It is not a certificate of achievement.

Certificate of unit credit (CUC)

A certificate of unit credit records the successful completion of a unit. Centres can apply for CUCs on behalf of a candidate at any time after they have achieved the unit. They do not need to wait until the full programme of study has been completed.

Full certificates

Full certificates are only issued to candidates who have met the full requirements of the qualification, as described in section '2.2 The structure of the qualification'.

5 Centre requirements

5.4 Quality assurance

This information is a summary of quality assurance requirements.

Providing City & Guilds qualifications and in the Centre toolkit provide 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 electronically scannable report forms designed to provide an objective risk analysis of individual centre assessment and verification practice.

External verifiers:

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.

6 Course design and delivery

6.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate 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 candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, 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 toolkit.

6 Course design and delivery

6.2 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 candidates
- which 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 Skills and other related qualifications.

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

6 Course design and delivery

6.3 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 candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in Providing City & Guilds qualifications.

Protecting identity

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

Confidential information must not be included in candidate 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 candidate** have responsibilities for meeting child protection legislation.

It is the responsibility of the centre to inform the candidate of the

- need to obtain 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.

6 Course design and delivery

6.4 Learning and support resources

City & Guilds will provide the following learning and support resources which will be posted on our website.

Resource	How to access
Assignment instructions for assessors	www.cityandguilds.com
Assignment instructions for candidates	www.cityandguilds.com

7 Relationships to other qualifications

7.1 Links to National Occupational Standards

City & Guilds has identified the connections to linked National Occupational Standards. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates 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 candidates meet requirements of all units/qualifications. For example, a qualification may provide knowledge towards a competence qualification, but centres are responsible for ensuring that the candidate has met all of the knowledge requirements specified in the N/SVQ standards.

This qualification has connections to the

- Level 1 Certificate in ICT Professional Competence (7540-01)
- Level 2 Diploma in ICT Systems and Principles for IT Professionals (7540-12)
- Level 2 Certificate/Diploma in IT Systems Support (7540-12)
- National Curriculum for ICT Key Stage 4

Relationship between the Vocational Qualification and Level 1 Certificate in ICT Professional Competence

This qualification	Outcome	Level 1 Certificate in ICT Professional Competence
Unit Number/Title		Related units
106 Dismantle, assemble, install and maintain a desktop computing system	3	Software installation and upgrade
	1,2,4,5	Working with ICT hardware and equipment
		Technical fault diagnosis
	2, 3, 4, 5	Technical advice and guidance
	2, 3, 4, 5	Security of ICT systems
	2, 3, 4, 5	System operation
	2, 3, 4, 5	Testing ICT systems
107 Fundamentals of Computing Systems and Customer Care	1, 2, 4, 5	Customer care 1
	1, 2, 3	Working with ICT hardware and equipment 1
		Health and Safety in ICT and Contact
	1	Centres 1
		Security of ICT systems 1
	2	Software installation and upgrade 1
	1, 2, 3	System operation 1
	1, 2, 3, 4	Technical advice and guidance 1
	1, 2, 3	Technical fault diagnosis 1
	1,2	Testing ICT systems 1
	1, 2, 3	Technical fault remedy selection 1

This qualification	Outcome	Level 1 Certificate in ICT Professional Competence
Unit Number/Title		Related units
	1	

7 Relationships to other qualifications

7.2 Links to National Curriculum for ICT Key Stage 4

This qualification Unit Number/Title	Outcome	National Curriculum for ICT Key stage 4 Programme of Study (PoS)
106 Dismantle, assemble, install and maintain a desktop computing system		**Finding information**
	1,2	• Analyse systematically the requirements of a range of problems
	1,2	• scope the information flow required to develop an ICT-based solution
	1,2	• select appropriate information from a wide range of sources showing discrimination in their choices and questioning the plausability and value of information
	3	• explore, develop and interpret information to produce solutions that meet user needs
	4	• discuss, critically evaluate and justify information choices and act on feedback where appropriate
		Developing ideas
	3	• develop quality ICT-based solutions to a range of problems for themselves and others that interface effectively with users
	3	• select and use, with increasing integration and efficiency, the appropriate ICT tools for a given problem
	3	• independently, explore, develop and interpret increasingly complex ICT based information to solve problems
		• use ICT effectively
	2 4	• discuss, critically evaluate and justify the choice of ICT tools and act on feedback where appropriate
		Communicating information
	4	• use a range of information sources and ICT tools effectively to share, exchange and present information in a variety of contexts
	4	• create solutions that show they have considered how the information should be interpreted and presented in forms that suit audience, purpose and content

This qualification Unit Number/Title	Outcome	National Curriculum for ICT Key stage 4 Programme of Study (PoS)
		• communicate and share information safely, responsibly and securely
		Evaluating
	4	• review, modify and evaluate work as it progresses, reflecting critically and responding to user feedback
	2	• evaluate the effectiveness of their own and others' ICT-based solutions using the results to improve the quality of their work and to inform future work
	2	
107 Fundamentals of Computing Systems and Customer Care		Finding information
	1,3	• Analyse systematically the requirements of a range of problems
	3	• scope the information flow required to develop an ICT-based solution
	3	• select appropriate information from a wide range of sources showing discrimination in their choices and questioning the plausability and value of information
	3	• explore, develop and interpret information to produce solutions that meet user needs
	3	• discuss, critically evaluate and justify information choices and act on feedback where appropriate
		Developing ideas
	3,4	• develop quality ICT-based solutions to a range of problems for themselves and others that interface effectively with users
	3,4	• select and use, with increasing integration and efficiency, the appropriate ICT tools for a given problem
	3,4	• independently, explore, develop and interpret increasingly complex ICT based information to solve problems
		• use ICT effectively
	2,4	• discuss, critically evaluate and justify the choice of ICT tools and act on feedback
	3	where appropriate
		Communicating information
	3	• use a range of information sources and ICT tools effectively to share, exchange and present information in a variety of contexts

This qualification Unit Number/Title	Outcome	National Curriculum for ICT Key stage 4 Programme of Study (PoS)
	3	• create solutions that show they have considered how the information should be interpreted and presented in forms that suit audience, purpose and content • communicate and share information safely, responsibly and securely
		Evaluating
	3,4	• review, modify and evaluate work as it progresses, reflecting critically and responding to user feedback
	3	• evaluate the effectiveness of their own and others' ICT-based solutions using the results to improve the quality of their work and to inform future work
	3	

NOTE: although the qualification has been mapped to the Program of Study (PoS) it does not cover the whole or replace the KS4 PoS

7 Relationships to other qualifications

7.3 The wider curriculum

Candidates taking this qualification may also have the opportunity to cover the following aspects of the wider curriculum.

Unit No and Title	Spiritual, moral, ethical, social, legislative, economic and cultural issues	Sustainable development, health and safety considerations	European development consistent with international agreements
106 Dismantle, assemble, install and maintain a desktop computing system	✓	✓	✓
107 Fundamentals of Computing Systems and Customer Care	✓	✓	✓

8 Assessment

8.1 Summary of assessment requirements

To achieve the qualification, candidates must be successful in both assignments.

Unit no	Title	Assessment	Assessment type
Unit 106	Dismantle, assemble, install and maintain a desktop computing system	7276-11-106	Assignment
Unit 107	Fundamentals of Computing Systems and Customer Care	7276-11-107	Assignment

Time constraints

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

Grading and marking

Assignments will be graded pass, credit or distinction.

Detailed marking and grading criteria are provided in the Assessors' Guide for each assignment, these are available to download from the City & Guilds website at **www.cityandguilds.com**. These Assessors' Guides are password protected. Existing centres will be able to get the password, from their nearest City & Guilds Regional Office or the City & Guilds Contact Centre, when they send an email from a recognised centre email address. New centres will be given the password when they receive approval from City & Guilds to run the award.

All assignments are internally marked and graded.

- Candidates must be registered at the beginning of their course. Centres should submit registrations via the Walled Garden or on Form S (Registration), under qualification/complex no 7276-11.
- When assignments have been successfully completed, candidate results should be submitted via the Walled Garden. Centres should note that results, ie certificates/certificates of unit credit, will **not** be processed by City & Guilds until verification records are complete.
- Candidates achieving one or more assessment components will receive a Certificate of Unit Credit listing the assessment components achieved together with the appropriate grade. Candidates achieving the number and combination of assessment components required for the Certificate will, in addition, be issued a full Certificate.

Appendix 1 Accreditation, national frameworks and qualification level descriptors

Please visit the following websites to find information on accreditation, national frameworks and qualification level descriptors in each country.

Nation	Who to contact	Website
England	The Qualifications and Curriculum Authority	www.ofqual.gov.uk
Scotland	The Scottish Qualifications Authority	www.sqa.org.uk
Wales	The Department for Education, Lifelong Learning and Skills Wales (DELLS)	www.wales.gov.uk
Northern Ireland	The Council for Curriculum, Examinations and Assessment	www.ccea.org.uk

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 candidate 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**). 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 Providing City & Guilds qualifications - a guide to centre and qualification approval, which is also available on the City & Guilds centre toolkit, or downloadable from 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 Providing City & Guilds qualifications.

Appendix 3 Summary of City & Guilds assessment policies

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see Providing City & Guilds qualifications*).*

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in Providing City & Guilds qualifications, in the Online Catalogue, and is also available from the City & Guilds Customer Relations department.

Access to qualifications on the National Qualifications Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

Qualifications on the National Qualifications Framework are open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

City & Guilds' Access to assessment and qualifications guidance and regulations document is available on the City & Guilds website. It 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.

Access arrangements are pre-assessment adjustments primarily based on history of need and provision, for instance the provision of a reader for a visually impaired candidate.

Special consideration refers to post-examination adjustments to reflect temporary illness, injury or indisposition at the time of the assessment.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier and/or City & Guilds.

Further information on appeals is given in Providing City & Guilds qualifications. There is also information on appeals for centres and learners on the City & Guilds website or available from the Customer Support team.

Appendix 4 Funding

City & Guilds does not provide details on funding as this may vary between regions.

Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or candidates.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Please see the table below for where to find out more about the funding arrangements.

Nation	Who to contact	For higher level qualifications
England	The Learning and Skills Council (LSC) is responsible for funding and planning education and training for over 16-year-olds. Each year the LSC publishes guidance on funding methodology and rates. There is separate guidance for further education and work-based learning. Further information on funding is available on the Learning and Skills Council website at www.lsc.gov.uk and, for funding for a specific qualification, on the Learning Aims Database http://providers.lsc.gov.uk/lad.	Contact the Higher Education Funding Council for England at www.hefce.ac.uk.
Scotland	Colleges should contact the Scottish Further Education Funding Council, at www.sfc.co.uk. Training providers should contact Scottish Enterprise at www.scottish-enterprise.com or one of the Local Enterprise Companies.	Contact the Scottish Higher Education Funding Council at www.shefc.ac.uk.
Wales	Centres should contact the Department for Education, Lifelong Learning and Skills (DELLS): www.wales.gov.uk	Centres should contact the Department for Education, Lifelong Learning and Skills (DELLS): www.new.wales.gov.uk
Northern Ireland	Please contact the Department for Employment and Learning at www.delni.gov.uk.	Please contact the Department for Employment and Learning at www.delni.gov.uk.

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