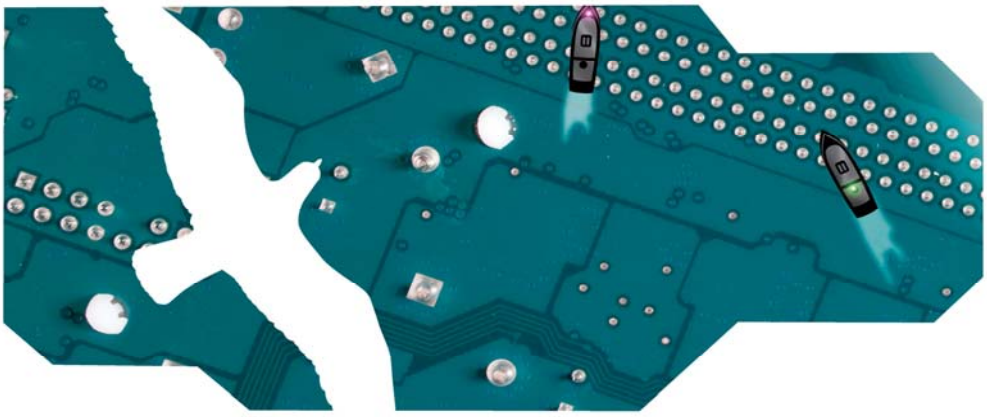
IVQ in Information Technology (7267-24)

Qualification handbook

Diploma in IT Systems Support

www.cityandguilds.com
January 2010
Version 2.0



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1 About this document

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

Level 2 Diploma in IT Systems Support (7267-24)

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

This qualification was developed to keep pace with the fast changing information technology sector and for candidates who want

- to install and support ICT systems
- career progression within the Information and Communication Technology (ICT) industry

The aims of this qualification are to:

- meet the needs of candidates who work or want to work as systems support professionals in the ICT and other sectors
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the sector
- replace the following City & Guilds qualifications:
    - Information Technology – Certificate, Diploma and Advanced Diploma (7261-01)
    - Electronic Office Systems Maintenance (7261-02)
    - Level 2 Diploma for IT Practitioners (ICT Systems Support) (7262-24)
    - Level 2 Diploma in IT Systems Support (7266-26)

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
The qualification will be awarded to candidates on successful completion of the assessments for one core unit, shown in bold, plus three optional units from the choice shown in the table, below.

City & Guilds unit number	Unit title	Excluded combination of units (if any)
401	Maintain ICT equipment and systems 2	n/a
402	**Customer support provision 2**	n/a
403	Install and configure ICT equipment and operating systems	n/a
404	Install, configure and maintain software	n/a
405	Testing ICT systems 2	n/a
406	ICT Systems monitoring and operation	n/a
407	ICT Repair centre procedure 2	n/a
408	Install, configure and test ICT Networks	n/a
416	Create automated procedures for ICT Operating systems	n/a
421	Technology, components and circuits (6958-01-001)	n/a
422	Technology, and electronic components (6958-01-002)	n/a
423	Electronic devices and testing (6958-01-003)	n/a
424	Electronic systems (6958-01-004)	n/a
425	Digital electronics (6958-01-005)	n/a
426	PC Technology (6958-01-008)	n/a

Please note that units 409 to 415 are not available as part of this qualification

Certificates of unit credit

Certificates of unit credit (CUC) will be issued to candidates for each successfully completed unit.

Candidates who successfully complete the four units required for the full qualification will receive a CUC for each unit achieved plus a full IVQ certificate.

Guided learning hours

City & Guilds defines guided learning hours (GLH) as the amount of contact time, including assessment, which is likely to be required for a candidate to complete all the knowledge and practical requirements for the qualification for which he or she is studying. Additional time may be required by candidates for self study, research and unsupervised practice and by Tutors for day-to-day marking of assignments or homework where the candidate is not present.

City & Guilds does not specify the exact amount of time required to complete this IVQ but recommends the following minimum guided learning hours for each unit:

City & Guilds unit number	Unit title	Minimum recommended GLH
401	Maintain ICT equipment and systems 2	60
402	**Customer support provision 2**	60
403	Install and configure ICT equipment and operating systems	60
404	Install, configure and maintain software	30
405	Testing ICT systems 2	30
406	ICT Systems monitoring and operation	60
407	ICT Repair centre procedure 2	30
408	Install, configure and test ICT Networks	60
416	Create automated procedures for ICT Operating systems	30
421	Technology, components and circuits (6958-01-001)	60
422	Technology, and electronic components (6958-01-002)	60
423	Electronic devices and testing (6958-01-003)	60
424	Electronic systems (6958-01-004)	60
425	Digital electronics (6958-01-005)	60
426	PC Technology (6958-01-008)	60

The minimum recommended guided learning hours needed to achieve the full IVQ Diploma in IT Systems Support is 240 hours.

2 About the qualification

2.3 Sources of information and assistance

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

Publication	Available from
Assignment guide for centres	**www.cityandguilds.com/ivqit**
Assignment guide for candidates	**www.cityandguilds.com/ivqit**
Information for centres	**www.cityandguilds.com/ivqit**
Information for employers	**www.cityandguilds.com/ivqit**
Information for learners	**www.cityandguilds.com/ivqit**
Qualification handbook (SP-24-7267)	**www.cityandguilds.com/ivqit**

Other essential City & Guilds documents

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

- ***Centre guide – Delivering international qualifications (WP-UK-0015)***
  This guide 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.
- ***International catalogue (CD-00-1112)***
  The international catalogue provides approved centres with details of general regulations, dated examinations, registration and certification procedures, and fees. This information is also available online.
- **International Handbook**
  Information on City & Guilds' international portfolio of qualifications designed to help centres identify the right qualifications and levels for their learners. This brochure is also available to download from our website.
- **International Guide to Qualifications**
  Information on City & Guilds' international portfolio of qualifications designed to help learners choose the right programme. This brochure is also available to download from our website.
- ***Preparing projects and portfolios for international qualifications (FR-00-0008)***
  This guide contains useful general information for centre staff and for candidates.
- ***Guide to the assessment of practical skills in international vocational qualifications (GP-00-0004)***
  This guide offers advice for centre staff on planning and conducting practical assessments for IVQs.

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
intcg@cityandguilds.com	International Customer Relations team: • all candidate enquiries • centre enquiries relating to centre approval • ordering publications.
intops@cityandguilds.com	centre enquiries relating to: • entries • results • invoices • examination materials.
walledgarden@cityandguilds.com	all enquiries relating to the Walled Garden, including: • setting up an account • resetting passwords • technical queries and problems.

3 Candidate entry and progression

3.1 Candidate entry requirements

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 5.1, **Initial assessment and induction**, of this document, which offers guidance on initial assessment.

Age restrictions

There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the country in which this qualification is being offered.

Progression

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

- Level 3 IVQ Advanced Diploma in IT Systems Support (7267-25)

Other legal considerations

Other legal considerations may apply to this qualification. It is the responsibility of centres to ensure compliance with all local, regional and national legislation which may affect delivery of the qualification, and to ensure that candidates are fully aware of any requirements.
A full list of qualifications offered by City & Guilds is available on our website, **www.cityandguilds.com**.

Europass Certificate Supplement

A Europass Certificate Supplement is available for the IVQ Certificate in IT Systems Support – PC Maintenance (7267-11)

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 applicant to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied via 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**. Please refer to Appendix 1 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 1 for further information.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the

- Electronic Office Systems Maintenance (7261-02)
- Information Technology (7261-03)
- Diploma for IT Practitioners (ICT Systems Support) (7262-24)
- Advanced Diploma for IT Practitioners (ICT Systems Support) (7262-25)
- Diploma for IT Practitioners (7266-24)
- Advanced Diploma for IT Professionals (7266-25)
- Diploma in ICT Systems Support (7266-26)
- Advanced Diploma in ICT Systems Support (7266-27)

and who have been active within academic years 2005-2006, 2006-2007 and 2007-2008, will receive fast track approval to offer this qualification. Centres should contact their local City & Guilds branch for relevant forms and details.

Fast track approval is available for 12 months from the launch of the qualification. After this time, 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.

4 Centre requirements

4.2 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.

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

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.

4 Centre requirements
4.3 Registration and certification

Administration

Full details of City & Guilds' administrative procedures for this qualification are provided in the *International Catalogue* (CD-00-1112) and online to City & Guilds approved centres via the Walled Garden. 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**).

Results and Certification

The administrative arrangements for registering and certificating are clearly outlined in the *Centre guide – Delivering International Qualifications.*

After completion of assessment, all candidates will receive, via their centre, a **Notification of Candidate Results**, giving details of how they performed. It is not a certificate of achievement.

The Notification of Candidate Results and certificates will be issued by City & Guilds to the centre for award to successful candidates. Any enquiries about results and certification must be conducted through the candidate's centre.

Centres will also receive a consolidated results list detailing the performance of all candidates they enter, whether they are successful or not.

Further information about the issue of results and certification for centres is available online at **www.cityandguilds.com** or by contacting your nearest City & Guilds office.

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**.

4 Centre requirements
4.4 Quality assurance

For this qualification international standards and rigorous quality assurance are maintained by use of:

- written examinations set and marked by City & Guilds
- City & Guilds assignments, marked by the centre according to externally set marking criteria
- City & Guilds practical activities, assessed by the centre according to externally set evidence requirements
- internal (centre) quality assurance
- City & Guilds external verification.

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.

City & Guilds' *Centre guide – Delivering International Qualifications* contains detailed guidance on:

- regulations and procedures for internal and 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.

In order to fully support candidates, centres are required to retain copies of candidates' assessment and internal verification records for **three** years after certification.

Internal Verifiers

The role of the Internal Verifier (IV) is to liaise with City & Guilds and ensure that:

- there are adequate resources, both staff and materials
- each candidate undergoes an initial assessment and induction, leading to an agreed individual learning plan (ILP)/action plan
- the work of all personnel contributing to the delivery and assessment of the programme is sampled by a range of methods
- records of all sampling activities are monitored and maintained
- where several members of staff are involved in the delivery and assessment of the qualifications, there is a consistent interpretation of the requirements through standardisation activities and that these are documented
- all staff carrying out delivery and assessment are familiar with and understand the unit requirements
- an appropriate referral policy is in place
- candidate evidence is clearly organised and accessible to the External Verifier
- relevant records and pro formas are completed and maintained.

Tutors/Assessors
The role of the Tutor/Assessor is to:

- plan, manage, deliver and assess the qualification
- devise a suitable programme for delivery and assessment for the mandatory and optional units
- ensure that each candidate is aware of the assessment requirements throughout their programme of learning
- provide guidance and support to candidates on the assessment and evidence requirements for each unit
- ensure that the assessment and evidence requirements have been met by the candidate
- observe delivered sessions or nominate a suitable observer, maintaining details of all nominated observers
- complete relevant records and pro formas.

External quality assurance

External quality assurance for the qualification will be provided by the 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. They attend training and development designed to keep them up-to-date, facilitate standardisation between Verifiers and share good practice.

External Verifiers
The role of the External Verifier is to:

- make approval visits/recommendations (where necessary) to confirm that centres can satisfy the approval criteria
- help centres to develop internal assessment and evidence evaluation systems that are fair, reliable, accessible and non-discriminatory
- ensure that Internal Verifiers are undertaking their duties satisfactorily
- monitor internal quality assurance systems and sampling, including direct observation, assessment activities, methods and records
- approve centre devised model answers to knowledge questions
- sample knowledge answers, reports and evidence requirements
- check claims for certification to ensure they are authentic, valid and supported by auditable records
- act as a source of advice and support to centres, including help with interpretation of standards
- promote best practice
- provide prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems
- confirm that centres have implemented any corrective actions required
- report back to City & Guilds' head office or the relevant Branch Office
- maintain records of centre visits and make these available for auditing purposes.

5 Course design and delivery

5.1 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*.

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.

Provided that the requirements for the qualifications are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualifications, for example to address local, organisational or government requirements.

For further information to assist with the planning and development of the course programme, please refer to the following:

- delivery strategies are included in each unit
- useful material is available to download from the City & Guilds website

Relationship to other qualifications and wider curriculum

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course.

Areas that centres should consider are:

- language skills
- literacy skills
- numeracy skills
- ICT skills
- professional values and practice
- relevant cultural, social, local, moral and spiritual issues.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy. Further information is provided in the *Centre guide – Delivering international qualifications*. City & Guilds' equal opportunities policy is also available to download from the City & Guilds website.

Access to assessment

City & Guilds provides guidance and regulations to facilitate fair access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

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 or City & Guilds.

Further information on appeals is given in *Centre guide – Delivering International Qualifications*. There is also appeals information for centres and learners on the City & Guilds website or available from the Customer Relations department.

5 Course design and delivery

5.3 Health & Safety, data protection, confidentiality and legal requirements

Health and safety

Safe working practice is an integral part of all City & Guilds qualifications and assessments. 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 and the candidate advised of the reasons why. The candidate should be informed that they have failed the assessment. Candidates may retake the assessment at a later date, at the discretion of the centre. In any cases of doubt, guidance should be sought from the External Verifier.

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification. Detailed guidance is provided in C*entre guide – Delivering international qualifications*.

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. In doing so, centres will need to comply with applicable local data protection laws and regulations.

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.

5 Course design and delivery

5.4 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
Candidate assessment guide	**www.cityandguilds.com/ivqit**
Assessors' guide to assignments	**www.cityandguilds.com/ivqit**

6 Relationships to other qualifications

6.1 Relationship to previous versions of the qualification

City & Guilds has identified the connections to qualifications previously offered by City & Guilds in this subject area.

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.

This qualification has connections to the

- 7235-02 – Technician Diploma in Information Processing
- 7261-02 – Electronic Office Systems Maintenance
- 7261-03 – Information Technology – Diploma and Advanced Diploma

Relationship between this IVQ and the above qualifications can be found on:

Resource	How to access
Mapping of 7267-24 and 7235-02	**www.cityandguilds.com/ivqit**
Mapping of 7267-24 and 7261-02	**www.cityandguilds.com/ivqit**
Mapping of 7267-24 and 7261-03	**www.cityandguilds.com/ivqit**

6 Relationships to other qualifications

6.2 Guide to City & Guilds qualification levels and the NQF

NQF Level	QCA Original Level	City & Guilds qualifications	Other vocational awards	Academic qualifications (approximate equivalent)
8	5	Fellowship (FCGI)		Doctorate
7		Membership (MCGI) Master Professional Diploma SVQ/NVQ level 5 Level 5 vocational awards		Master's degree Postgraduate diploma Postgraduate certificate
6	4	Graduateship (GCGI) Associateship (ACGI)***		Bachelor's degree Graduate certificate and diploma
5		**IVQ** Advanced Technician Diploma** Full Technological Diploma**		Higher national diplomas Foundation degree Diplomas of higher and further education
4		Licentiateship (LCGI) Higher Professional Diploma SVQ/NVQ level 4 Level 4 vocational awards	BTEC Higher National Diploma / Higher National Certificate	Certificate of Higher Education
3	3	SVQ/NVQ level 3 Level 3 vocational awards Advanced Apprenticeship (England and NI) Modern Apprenticeship (Scotland and Wales) **IVQ** Technician Diploma** **IVQ** Advanced Diploma**		A level Scottish Higher
2	2	SVQ/NVQ level 2 Level 2 vocational awards Apprenticeship (England and NI) Foundation Modern Apprenticeship (Wales) **IVQ** Technician Certificate** **IVQ** Diploma**	Advanced Vocational Certificate in Education BTEC National Certificate / Diploma	GCSE grades A*-C Scottish Intermediate 2/Credit S Grade
1	1	SVQ/NVQ level 1 Level 1 vocational awards **IVQ** Certificate**	BTEC First Certificate	GCSE grades D-G Scottish Intermediate 1/General S Grade
Entry	Entry	Entry level vocational awards		Scottish Access 3/Foundation S Grade Scottish Access 1-2

* The National Qualifications Framework of England, Wales and Northern Ireland (NQF)
** Nearest comparable level
*** Only graduates of the City & Guilds College, Imperial College of Science, Technology and Medicine are awarded the Associateship (ACGI)

7 Assessment

7.1 Summary of assessment requirements

For this qualification, candidates will be required to successfully complete the assessments for one core unit plus three optional units. All units **except** unit 401 are assessed by **practical assignment**.

Unit **401** is assessed by a **multiple choice test**, either through the Global OnLine Assessment (GOLA) system or a paper test **and** a **practical assignment**.

City & Guilds provides Assignments versions A, B, C, D.

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, Merit or Distinction. Multiple choice tests are graded Pass/Fail.

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/ivqit**. 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.

8 Units

8.1 About the unit

Availability of units

The units for this qualification are available to download from the City & Guilds website at **www.cityandguilds.com/ivqit**.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- title
- unit reference
- rationale
- list of learning outcomes
- statement of guided learning hours
- connections with other qualifications
- assessment details
- learning outcomes in detail expressed as practical skills and/ or underpinning knowledge

Appendix 1 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 resources, both physical and human
- 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**), (previously known as **programme 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 these particular qualifications.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Centre guide – Delivering international qualifications*, which is available from City & Guilds' international Branch offices, the City & Guilds website or the International Customer Relations team in our London office.

In countries where City & Guilds has a Branch office, support will be available for new centres. They will appoint an External Verifier. They will also provide details of fees applicable for approvals. The Branch office will be the point of contact for all enquiries for these qualifications and will be responsible for monitoring the delivery and assessments through reports submitted by External Verifiers.

In all other countries, centres wishing to apply for centre or qualification approval should contact the Customer Relations Team in our London office.

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 reasons for suspension and withdrawals, procedures and timescales, are contained in *Centre guide – Delivering international qualifications.*

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 candidates. 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 candidates about GOLA examinations.

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City & Guilds is a company registered in England and Wales (company number 16513878)

SP-7267-24