Level 3 Diploma in Food and Drink Engineering Maintenance (1255-01)

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General Guidance Document

**About City & Guilds**

City & Guilds is the UK’s leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

**City & Guilds Group**

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management, which provides management qualifications, learning materials and membership services), City & Guilds NPTC (which offers land-based qualifications and membership services), City & Guilds HAB (the Hospitality Awarding Body), and City & Guilds Centre for Skills Development. City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

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Assessor guidance

**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.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of [www.cityandguilds.com](http://www.cityandguilds.com). This document also explains the tasks, activities and responsibilities of quality assurance staff.

**Additional Conditions of Use (Assessment Materials)**

City & Guilds Assessment Materials are protected by copyright and are supplied only to Approved Centres for use solely for the purpose of summative assessment.

The following conditions, which apply to City & Guilds Assessment Materials, are additional to

- **the Standard Copying Conditions** which can be found at <http://www.cityandguilds.com/142.html>; and

- (where the City & Guilds Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations.

The Approved Centre must:

* only use the City & Guilds Assessment Materials in formal, summative assessment leading to the award of credit / a qualification and **not** for **any** other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes);
* handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions

- City & Guilds Assessment Material must be accessible to candidates only during formal assessment as governed by the assessment conditions specified for the qualification;

- Candidate portfolios may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or candidates’ marked scripts if the tests may be reused (unless otherwise stated));

- the Approved Centre must not make public **in any format** the contents of any City & Guilds Assessment Materials either in part or in full;

- City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals; only appropriate sections must be provided to candidates as required;

* seek permission from City & Guilds via their External Quality Assurer (EQA) if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system);
* provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

**Assessments**

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. These include:

* online multiple-choice (e-volve)
* internally marked questions in short-answer question papers
* assignments.

The assessments are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked and/or graded internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external quality assurance.

Unless specified, assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course eg with regard to work experience placements, visits etc.

Tutors should teach to the full breadth of the Learning Outcome of the unit and not limit teaching to the assessment tasks.

These externally set assessments should be used when delivery of a unit(s) is complete and candidates are ready to undertake the summative assessments. Candidates should only be assessed when it is evident that they are ready to undertake the assessments. Candidates should be aware of what they are to be assessed on and what is required of them in order to pass, or where the assessment is graded, to achieve a merit or distinction.

**Internally marked short-answer question papers**

The questions should be taken under supervised conditions as closed-book tests, unless specified otherwise. This means that all activities will be completed with the assessor, or other designated supervisor, present. Unless specified, there is no time limit set by City & Guilds and centres should base their timings on the time it takes a prepared candidate to complete the questions comfortably (usually 1-1½ minutes per mark).

**Assignments**

These may require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Details of how to mark and grade each practical observation are contained within each assignment.

Where artefacts are produced under un-supervised conditions, the assessor will need to take precautions to ensure the work is the candidate’s own, (eg through questioning about techniques used etc) and where design is part of the task, that the candidate can explain the development of their idea. These tasks should only be provided to the candidates once it is evident that they are ready to undertake the summative assessment. A realistic timeframe should be set for completion of the task. The submission schedule should be worked out by the centre, governed by the overall assessment plan. The handing out of tasks and the deadlines for their return are matters for agreement between the assessor and the candidates locally, within any parameters set within the assignment. Candidates should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

**Introducing the tasks to candidates**

The assessor should introduce each task, making sure that the candidates understand what is required of them. It will be beneficial to take the candidates through what is required and the way in which each task will be graded as candidates need to know what is expected of them to get each grade.

A candidate may be given clarification if they are having trouble understanding what they are being asked to do in the assessment, but they must carry out the task themselves.

**Opportunities to repeat tasks**

The tasks are summative assessments and, other than to gain a Pass, candidates may not retake tasks to improve grades (this includes re-sits as a result of initial fail grade). It is therefore essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre’s discretion whether to allow a candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Candidates can reuse any research that they have previously carried out and supplement their evidence when repeating a task. Unless specified, for internally marked questions, candidates will need to retake the full set of questions again and where provided a different version of the questions should be used. For observations, candidates will need to retake the full task.

**Feedback**

A feedback sheet has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete the feedback sheet for each candidate, showing the key information given to the candidate.

**Notes on using the grading criteria and marking schemes**

Only the knowledge and skills required by the unit(s) may be considered for marking and grading. Any additional skills displayed but which are not required for the unit (eg high levels of presentation of materials, IT, communication etc) should not influence the marking or grading.

The tasks must be marked by the centre using the marking and grading criteria provided by City & Guilds. For internally marked questions, model answers will be provided within the assignment, which is available to download from [www.cityandguilds.com](http://www.cityandguilds.com). The Assignment must be held securely by centres and not made available to candidates. Assessors must use the marking and grading criteria along with the model answers provided for the assessments to award marks or grades, as appropriate.

**Accreditation/Recognition of Prior Learning (A/RPL)**

These summative assessments assess candidate learning, including prior learning. A/RPL may not be used as an alternative.

**Health and safety / Codes of practice**

The importance of safe working practices, the demands of the Health and Safety at Work Act and the Codes of Practice associated with the industry **must** always be adhered to, in accordance with centre requirements.

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 correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Quality Assurer (EQA).

**Important:** for all tasks, centres and assessors are to ensure that candidates follow a safe system of work that is in accordance with the centre’s own risk assessments and (where applicable) method statements developed.

**Verification of assessments**

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Quality Assurer (EQA) can check that evidence for an assessment is complete and ensure that the allocation of marks is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate’s work is selected for verification, samples of work must be made available to the appointed External Quality Assurer (EQA) who will ensure that

* the quality assurance co-ordinator is undertaking his/her responsibilities
* the quality assurance co-ordinator is given prompt, accurate and constructive feedback on centre operations
* a report is written on centre activities for City & Guilds.

**Retention of evidence**

In order to fully support candidates, centres are required to retain candidates’ evidence until the candidate has certificated and until any final EV sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three** **years** after certification.

**Entry for assessment and certification**

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.



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As the UK’s leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

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The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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