

# English Skills (3847) Portfolio development workpacks



[www.cityandguilds.com](http://www.cityandguilds.com)  
October 2013  
Version 1.0

**Assessment guidance**

## About City & Guilds

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.

## City & Guilds Group

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).

## Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

## Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (which can be found on the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

## Publications

City & Guilds publications are available from our website or from our Publications Sales department, using the contact details shown below.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

**City & Guilds**  
**1 Giltspur Street**  
**London EC1A 9DD**  
**T +44 (0)844 543 0033**  
**F +44 (0)20 7294 2413**

**[www.cityandguilds.com](http://www.cityandguilds.com)**  
**[learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

## Introduction

This document sets out the scope and purpose of the English Skills (3847) portfolio development workpacks, and guides centre staff on how they can be used successfully with these qualifications.

It is important to be clear from the outset that use of the workpacks is **not mandatory**. They provide suggested learning and assessment activities, as well as helping to support evidence generation; nevertheless, their use is not a substitute for the normal process of assessment planning. All evidence presented for assessment, regardless of whether it is sourced from a workpack activity or any other activity, must be assessed against the relevant unit assessment criteria, as well as being subjected to a process of Internal Quality Assurance.

The workpacks are designed to reflect the flexible structure of these qualifications, providing activities relevant to all units within the English Skills suite across all five levels. The two topics provided are Work & Routines and Social Networking, although these can be adapted as necessary to ensure assessment activities are engaging and relevant to learners.

## About the workpacks

There are workpacks available from Entry 1 to Level 2. Each workpack contains a series of activities/questions based on a given topic. There are two workpacks at each level; between them they address all of the Learning Outcomes across all units at that level, generating evidence for each of the Assessment Criteria on at least **two** occasions.

The relationship between the workpack activities/questions and qualification assessment criteria is set out in the workpack log sheets/tracking grids. Even though the workpack provides complete coverage, it may still be necessary to provide additional evidence if any of the workpack activities/questions have not been completed correctly. Conversely, the workpack activities/questions in some cases include more occasions than are strictly required by the Assessment Criteria – allowing some tolerance if not all of these have been met.

The workpacks are provided in MS Word format so they can be easily adapted or re-contextualised. These qualifications are designed to facilitate flexible and personalise learning, and it is important that their assessment should reflect that approach.

Each workpack is available in two formats:

- candidate workpack – containing the activities and questions
- assessor workpack – containing the activities and questions, along with model answers in **red** as applicable (NB: candidates must **not** be given access to these).

## Using the candidate workpacks for Portfolio Development

It is important to note that the workpacks may only be used for assessment purposes if work has been produced **independently** by the candidate, eg tutors should not give correct spellings but may advise there are errors. As with any form of portfolio assessment, evidence presented for assessment must be valid, authentic, current and sufficient.

The workpacks are designed to support the assessment process and the accumulation of portfolio evidence. They are **not** an externally-set 'assignment' or 'test', and there is no requirement for them to take place under any formal supervised or examination conditions.

- The workpacks consist of a series of activities and questions around a topic. In order to achieve each unit, learners must meet the criteria on **two** separate occasions and each occasion must be using a different topic. They are not subject to any formal time constraints. Further guidance is available in each tutor pack.
- Additional evidence will be required where candidates have not completed the workpack activities/questions adequately, or if the Assessment Criteria requires evidence from another occasion. Other evidence may be sourced from any purposeful activity that is relevant and engaging to the learner.
- Tasks can be adapted as necessary to suit the context of the learning or work environment, and must be engaging and relevant to learners.
- The workpack activities/questions can be used flexibly, depending on the particular units candidates are working towards. The work packs can be used for the development of a specific skill eg, one unit for reading or as a whole for the development of a range of skills, ie, Reading, Writing, Speaking & Listening. In most cases each activity can be completed as a stand-alone task but the assessor should read through the activities in each pack prior to learners' completing them.
- The **logsheets and tracking grids** indicate how each of the unit Learning Outcomes and Assessment Criteria are addressed by the workpack activities/questions. These **must** be read in conjunction with the Qualification Handbook and relevant Assessment Pack(s). Since the Assessment Criteria are based on the National Standards for Adult Literacy, centre staff **must** also be familiar with the Adult Literacy Core Curriculum.
- Evidence can be gathered and recorded in any auditable form, as long as it is valid, authentic, current and sufficient – as well as being easily accessible for Internal/External Quality Assurance purposes. This may include oral or observed evidence (as long as this is captured adequately), although there are a few instances where written evidence is intrinsic to the Assessment Criteria. Even then, evidence does not necessarily need to be hand-written (eg it could be produced electronically).
- In line with City & Guilds policy, witness statements can be used to evidence Speaking & Listening, provided the witness is approved by the Qualification Consultant (QC). A Speaking & Listening Assessor Evaluation record has been provided in each learner pack.
- There is space at the end of each activity for tutors to provide feedback to candidates.
- To affirm authenticity, the candidate and assessor must sign and date the completed work at the end of each activity.

Sample page at Entry 2 in the tutor pack.

## Activity 4 Reading and Writing

Assessment Criteria Coverage for Activity 4  
Unit 101 – 1.1, 1.2, 1.3  
Unit 102 – 1.1, 1.2, 2.2, 2.3, 2.4  
Unit 103 – 1.1, 1.3  
Unit 107 - 1.1, 2.1, 2.2  
Unit 108 – 1.1, 1.2, 1.3, 2.1, 3.1, 3.2  
Unit 109 - 1.1, 1.2, 2.1, 2.2

Activity number and skills covered.

- Read the information below.

**Customer Service Assistant**  
**Part time – 3 days every week**  
**Good wages for the right persons**

You must have good telephone skills and be able to work in a team.

Contact Simon

 01479 376555

Criteria coverage for this activity.

- Underline the **three** words that have spelling mistakes.

Write the correct spelling.

1. \_\_\_\_\_ *person*
2. \_\_\_\_\_ *telephone*
3. \_\_\_\_\_ *work*

Bullet points have been used to indicate a new task within each activity.

Sample answers

- Answer the questions.

1. What is the advert about?

*A job/vacancy*

2. How many days is the job for?

*3 (three)*

3. How can you contact Simon?

*By (tele)phone*

Page number of portfolio

Sample page at Entry 2 in the learner pack.

#### Activity 4

- Read the information below.

**Customer Service Assistant**  
**Part time – 3 day every week**  
**Good wages for the right persons**

You must have good telephone skills and be able to work in  
a team.

Contact Simon

 01479 376555

- Underline the **three** words that have spelling mistakes.

Write the correct spelling.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

- Answer the questions.

1. What is the advert about?

\_\_\_\_\_

2. How many days a week is the job for?

\_\_\_\_\_

3. How can you contact Simon?

\_\_\_\_\_