# Awards/Certificates in English Skills (3847-01/02/03)

September 2022 Version 2.1 (Editable)



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# 1 About your learner logbook

1.1 Contact details

Learner name	
Learner enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Qualification Assurer	
Quality Assurance Contact	

### 1.2 Introduction to the logbook

This logbook will help you work towards the unit(s) or qualification you are aiming to achieve.

There are 45 units in total available in this logbook. You should discuss and agree with your Assessor/Tutor which of these units you need to work towards.

#### **About City & Guilds**

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

## 2 Units

The following units are available to learners working towards an Award/Certificate in English Skills (3847)

Unit No.	UAN	Unit level	Unit title	Credit	GLH
001	L/504/4991	Entry 1	Reading - reading words, signs and symbols	2	20
002	R/504/4992	Entry 1	Reading - using reading skills	2	20
003	R/504/1557	Entry 1	Reading - reading for meaning	2	20
004	Y/504/4993	Entry 1	Speaking and listening - speaking and listening to provide information	2	20
005	D/504/4994	Entry 1	Speaking and listening - speaking and listening to obtain information	2	20
006	H/504/4995	Entry 1	Speaking and listening - speaking and listening to take part in a conversation	2	20
007	K/504/4996	Entry 1	Writing - using grammar and punctuation in writing	2	20
008	J/504/5959	Entry 1	Writing - writing letters of the alphabet and spelling words	2	20
009	J/504/4990	Entry 1	Writing - using structure in writing	2	20
101	T/504/4998	Entry 2	Reading - reading and understanding the meaning of words	2	20
102	D/504/5000	Entry 2	Reading - using reading skills	2	20
103	H/504/5001	Entry 2	Reading - reading for meaning	2	20
104	K/504/5002	Entry 2	Speaking and listening - speaking and listening to provide information	2	20
105	M/504/5003	Entry 2	Speaking and listening - speaking and listening to obtain information	2	20
106	T/504/5004	Entry 2	Speaking and listening - speaking and listening in a conversation	2	20
107	A/504/5005	Entry 2	Writing - using grammar and punctuation in writing	2	20

Unit No.	UAN	Unit level	Unit title	Credit	GLH		
108	F/504/5006	Entry 2	Writing - using spelling methods in writing	2	20		
109	A/504/4999	Entry 2	Writing - using structure to write simple text	0 2			
201	F/504/5961	Entry 3	Reading - using different reading strategies for words and phrases	ding strategies for words I phrases			
202	L/504/5008	Entry 3	Reading - using reading strategies	Reading - using reading 2			
203	H/504/1563	Entry 3	Reading - reading for meaning	2	20		
204	R/504/5009	Entry 3	Speaking and listening - speaking and listening to provide information	2	20		
205	J/504/5010	Entry 3	Speaking and listening - speaking and listening to obtain information	2	20		
206	L/504/5011	Entry 3	Speaking and listening - speaking and listening to take part in a discussion	2	20		
207	R/504/5012	Entry 3	Writing - using grammar punctuation and spelling in writing	2	20		
208	Y/504/5013	Entry 3	Writing - using planning and organisation in writing	2	20		
209	D/504/5014	Entry 3	Writing - writing to communicate	2	20		
301	H/504/5015	Level 1	Reading - using reading to extend vocabulary	2	20		
302	D/504/5322	Level 1	Reading - using reading strategies	2	20		
303	M/504/5017	Level 1	Reading - reading for meaning	2	20		
304	T/504/5018	Level 1	Speaking and listening - presenting information by speaking and listening	2	20		
305	A/504/5019	Level 1	Speaking and listening - speaking and listening to obtain information	eaking and listening - 2 eaking and listening to			
306	M/504/5020	Level 1	Speaking and listening - speaking and listening to take part in a discussion	peaking and listening - 2 peaking and listening to take			
307	T/504/5021	Level 1	Writing - using grammar, punctuation and spelling in writing	2	20		
308	A/504/5022	Level 1	Writing - planning and organising writing	2	20		

Unit No.	UAN	Unit level	Unit title	Credit	GLH
309	F/504/5023	Level 1	Writing - using structure and content in writing	2	20
401	Y/504/5027	Level 2	Reading - using reading to develop vocabulary		
402	H/504/5323	Level 2	Reading - using reading strategies	2	20
403	D/504/5031	Level 2	Reading - reading for meaning	2	20
404	H/504/5032	Level 2	Speaking and listening - presenting information by speaking and listening	2	20
405	M/504/5034	Level 2	Speaking and listening - obtaining information by speaking and listening	2	20
406	T/504/5035	Level 2	Speaking and listening - speaking and listening to take part in a discussion	2	20
407	A/504/5036	Level 2	Writing - using grammar,2punctuation and spelling in writing2		20
408	J/504/5038	Level 2	Writing - planning and2organising writing		20
409	L/504/5039	Level 2	Writing - writing for clear communication	2	20

### 3 The assessment process

The following people at your centre will explain the assessment process and help you achieve your unit(s)/qualification.

#### The Assessor/Tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s)/qualification. You may have more than one Assessor/Tutor depending on which unit(s) you take. You may also be assessed by a person who is not your Tutor.

#### The Internal Quality Assurer

The Internal Quality Assurer maintains the quality of assessment within the centre.

#### The Qualification Consultant

The Qualification Consultant works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

# 4 Using your logbook

#### **Recording forms**

This logbook contains all of the forms you and your Assessor will need to plan, review and organise your evidence. Your Assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

### 5 Learner progress record

Qualificat	ion tit	le									
Qualification level											
Minimum credits required											
Units											
Credits											
Total Cree	Total Credits Achieved:										

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

#### 1. Outcome 1 understand written words, signs and symbols

#### Two occasions in different contexts

Assessment criteria The learner can:		Portfolic referenc	
1.1	recognise some familiar social sight words, signs and symbols		
1.2	use simple regular words		

# Unit 001 Reading - reading words, signs and symbols

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to read simple texts

Two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The learner can:		Portf	olio re	ferenc	е		
1.1	identify letters of the alphabet in upper and lower case						
1.2	identify capital letters and full stops in sentences						
1.3	read text from left to right and top to bottom						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to read a piece of text and gain meaning from it

#### Two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The learner can:		Portf	olio re	ference	9		
1.1	recognise the meaning of simple sentences						
1.2	identify the purpose of a short written narrative on a familiar topic or experience						
1.3	recognise the different purposes of texts						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 004 Speaking and listening – speaking and listening to provide information

2 credits

# 1. Outcome 1 be able to provide and obtain information to others by speaking and listening

Two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
	-						
The	learner can:	Portfolio reference					
1.1	speak to be heard and understood in simple exchanges						
1.2	make statements of fact on straightforward topics						
1.3	respond to requests for personal information						
1.4	make requests in everyday contexts						

### Unit 004 Speaking and listening – speaking and listening to provide information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 005 Speaking and listening – speaking and listening to obtain information

2 credits

# 1. Outcome 1 be able to obtain information from others by speaking and listening

Criteria can be evidenced in one or more activities as a whole or individually. A minimum of one occasion for each of the criteria is required.

Assessment criteria (Performance)		Evidence date					
The	learner can:	Portf	olio re	ferenc	e		
1.1	listen for the gist of short explanations in familiar situations						
1.2	listen for detail using key words to extract some specific information						
1.3	follow single-step instructions						
1.4	ask questions to obtain straightforward information						

### Unit 005 Speaking and listening – speaking and listening to obtain information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 006 Speaking and listening – speaking and listening to take part in a conversation

2 credits

#### 1. Outcome 1 be able to take part in a simple conversation

Criteria can be evidenced in one or more activities as a whole or individually. A minimum of one occasion for each of the criteria is required.

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfo	olio re	ferenc	e		
1.1	listen and respond to spoken information in simple exchanges						
1.2	speak to be heard in simple exchanges						
1.3	make simple requests using appropriate terms						
1.4	ask questions to obtain specific information						
1.5	give statements of fact clearly						

### Unit 006 Speaking and listening – speaking and listening to take part in a conversation

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 007 Writing – using grammar and punctuation in writing

2 credits

#### 1. Outcome 1 be able to use grammar to aid understanding when writing

#### At least two occasions

Assessment criteria (Performance)		Evidence date						
The learner can:		Portfolio reference						
1.1	construct simple sentences using a subject and verb							

#### 2. Outcome 2 be able to use punctuation to aid understanding when writing

#### At least two occasions

Assessment criteria (Performance)	Evidence date						
The learner can:	Portfolio reference						
2.1 punctuate simple sentences with:							
capital letters							
• full stops							
2.2 capitalise the personal pronoun 'l'							

# Unit 007 Writing – using grammar and punctuation in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 008 Writing – writing letters of the alphabet and spelling words

2 credits

#### 1. Outcome 1 be able to write the letters of the alphabet

#### At least one occasion

Assessment criteria (Performance)		Evidence date					
The	learner can:	Portfolio reference					
1.1	write the letters of the alphabet in upper and lower case						
1.2	use upper and lower case letters of the alphabet when spelling						
1.3	write vowels and consonants						

#### 2. Outcome 2 be able to use sound/symbol associations to spell words

#### At least one occasion

Assessment criteria (Performance)	Evidence date						
The learner can:	Portfolio reference						
2.1 use vowels and consonants							
2.2 use common initial consonant clusters							
2.3 use common final consonant clusters							
2.4 use common digraphs							

#### 3. Outcome 3 be able to spell personal and familiar words

#### At least one occasion

Ass	essment criteria (Performance)	Evidence date				
The	learner can:	Portfolio reference				
3.1	copy correct spellings accurately					
3.2	use personal spelling strategies					

# Unit 008 Writing – writing letters of the alphabet and spelling words

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

2 credits

### 1. Outcome 1 know different ways writing can be structured

#### At least two occasions

Assessment criteria (Performance)	Evidence date					
The learner can:		olio ref	erence	9		
1.1 identify writing structures for different contexts						

#### 2. Outcome 2 be able to structure simple written information

#### At least two occasions

Assessment criteria (Performance)		Evidence date					
The	learner can:	Portfolio reference					
2.1	use written words and simple phrases to record or present information						
2.2	construct simple sentences to record or present information						

## Writing – using structure in writing

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 101 Reading – reading and understanding the meaning of words

2 credits

#### 1. Outcome 1 understand written words

#### At least two occasions

	Assessment criteria The learner can:			
1.1	recognise high frequency words and words with common spelling patterns			
1.2	recognise words on forms relating to personal information			
1.3	deduce the meaning of words from phonic and graphic information			

#### 2. Outcome 2 be able to use simple reference tools

#### At least two occasions

Assessment criteria (Performance)		Evidence date					
The learner can: Portfol		tfolio reference					
2.1	use a simplified dictionary to find the meaning of unfamiliar words						
2.2	use initial letters to locate and sequence words in alphabetical order						



### Unit 101 Reading – reading and understanding the meaning of words

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to find information for a specific purpose

#### At least two occasions

Ass	Assessment criteria		Evidence date						
The learner can:		Portfolio reference							
1.1	identify common sources of information								
1.2	use illustrations and captions to locate information								

#### 2. Outcome 2 be able to develop reading strategies

#### At least two occasions

Assessment criteria		Evide	nce d	ate		
The	learner can:	Portfolio reference				
2.1	recognise meaning of linking words and adverbials in instructions and directions					
2.2	predict meaning of unfamiliar words using knowledge of simple sentence structure and word order					
2.3	provide plausible meanings for a sentence as a whole when decoding unfamiliar words					
2.4	use punctuation and capitalisation to help understanding					

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

#### 1. Outcome 1 be able to read a piece of text and gain meaning from it

#### At least two occasions in different contexts

Assessment criteria (Performance)		Evide	Evidence date					
The learner can:		Portfolio reference						
1.1	recognise the different purposes of texts							
1.2	identify the main events of chronological and instructional texts							
1.3	follow simple instructional texts to carry out a straightforward task							

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 104 Speaking and listening – speaking and listening to provide information

2 credits

#### 1. Outcome 1 be able to provide information by speaking and listening

Assessment criteria (Performance) The learner can:		Evidence date					
		Portf	olio re	ference	e		
1.1	speak to be heard and understood in straightforward exchanges						
1.2	give information on straightforward topics						
1.3	give a straightforward description						
1.4	listen and respond to straightforward questions about familiar topics						

### Unit 104 Speaking and listening – speaking and listening to provide information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 105 Speaking and listening – speaking and listening to obtain information

2 credits

### 1. Outcome 1 be able to obtain information from others by speaking and listening

#### Two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The learner can:	Portfoli	Portfolio reference					
1.1 listen for and identify the gist of :							
explanations							
instructions							
narratives							
1.2 listen for and identify detail in short:							
explanations							
instructions							
narratives							
1.3 listen for and identify the main points of short:							
explanations							
presentations							
1.4 follow oral instructions to carry out a task							
1.5 ask questions to clarify and confirm understanding in straightforward exchanges							
1.6 make requests and ask questions to obtain information in everyday contexts.							

### Unit 105 Speaking and listening – speaking and listening to obtain information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 106 Speaking and listening – speaking and listening in a conversation

2 credits

#### 1. Outcome 1 be able to take part in conversation by speaking and listening

#### Two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The	learner can:	Portf	olio re	ferenc	е		
1.1	follow the gist of conversation on a straightforward topic						
1.2	follow the main points of conversation in a straightforward topic						
1.3	make appropriate contributions to a conversation on a straightforward topic						
1.4	listen to and identify simply expressed feelings and opinions in familiar contexts						

## Unit 106 Speaking and listening – speaking and listening in a conversation

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 107 Writing – using grammar and punctuation in writing

2 credits

#### 1. Outcome 1 be able to use grammar to aid understanding when writing

#### At least one occasion

Assessment criteria (Performance)	Evidence date
The learner can:	Portfolio reference
1.1 construct simple and compound sentences, usi common conjunctions to connect clauses	ng
1.2 use adjectives when writing	

#### 2. Outcome 2 be able to use punctuation to aid understanding when writing

#### At least one occasion

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 punctuate sentences using						
capital letters						
• full stops						
question marks						
2.2 use capital letters for proper nouns						

## Unit 107 Writing – using grammar and punctuation in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to use methods to learn how to spell words

#### At least two occasions in different contexts

Assessment criteria (Performance) The learner can:		Evidence date					
		Portf	olio re	ferenc	e		
1.1	correctly spell most personal details and common words						
1.2	use simple spelling rules						
1.3	use personal spelling strategies						

#### 2. Outcome 2 be able to use sound to symbol relationships

#### At least one occasion

Assessment criteria (Performance)		Evidence date						
The learner can:		Portfolio reference						
2.1	use phonics to help work out correct spellings							

#### 3. Outcome 3 be able to spell plurals, tenses and affixes

#### At least one occasion

Assessment criteria (Performance)		Evidence date					1
The	learner can:	Portf	olio re	ference	<u>.</u>		
3.1	use correct endings to show differences between simple past and present tenses						
3.2	use different endings to show plurals						
3.3	use common:						
	• prefixes						
	• suffixes						

## Unit 108 Writing – using spelling methods in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to communicate information using written words

#### At least two occasions in different contexts

Assessment criteria (Performance)		Evidence date				
The learner can:	Portf	olio re	ferenc	e		
1.1 use written words and phrases to record or present information :						
in continuous text						
in forms						
1.2 write legible text which is fit for purpose						

#### 2. Outcome 2 be able to construct simple and compound sentences

Assessment criteria (Performance)		Evidence date					
The learner can: Po		Portfolio reference					
2.1	construct compound sentences using conjunctions						
2.2	construct sentences to readers that can be followed easily						

### Unit 109 Writing – using structure to write simple text

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## Unit 201 Reading – using different reading strategies for words and phrases

2 credits

#### 1. Outcome 1 be able to use reading strategies to understand words and phrases

#### At least two occasions in different contexts

Assessment criteria The learner can:	Portfolio reference
1.1 recognise relevant specialist words	
1.2 recognise words and phrases commonly used on forms	
1.3 read and understand different types of words to include:	
connective words	
adverbials	
• directions	
1.4 use a variety of reading strategies to help decode unfamiliar words	

#### 2. Outcome 2 be able to use a reference tool

Assessment criteria (Performance)		Evidence date					
The learner can: Portfolio reference							
2.1	use first and second place letters to find words in alphabetical order						
2.2	use first and second place letters to sequence words in alphabetical order						
2.3	use a reference tool to find the meaning of unfamiliar words						



### Reading – using different reading strategies for words and phrases

Declaration

**Unit 201** 

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to find information for a specific purpose

#### At least two occasions in different contexts

Assessment criteria (Performance)		Evidence date						
The	The learner can:		Portfolio reference					
1.1	use organisational features to locate information							
1.2	identify the main points and ideas in text							

#### 2. Outcome 2 be able to use strategies for understanding written text

Ass	Assessment criteria (Performance)		ence d	ate			
The	The learner can:		Portfolio reference				
2.1	highlight the organisational features of instructional texts						
2.2	identify the organisational features and typical language of instructional text						
2.3	skim read title, headings and illustrations to decide if materials are of interest						
2.4	scan texts to locate information						
2.5	obtain specific information through detailed reading						
2.6	recognise punctuation and capitalisation to help understanding						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to read a piece of text and gain meaning from it

#### At least two occasions in different contexts

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 recount the main events of:						
short descriptive texts						
explanatory texts						
1.2 follow written instructions to carry out an activity						
1.3 recognise the different purposes of texts						

#### 2. Outcome 2 be able to use images to help understanding

Assessment criteria (Performance)		Evide	Evidence date						
The	The learner can:		Portfolio reference						
2.1	relate an image to print and use it to obtain meaning								

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 204 Speaking and listening – speaking and listening to provide information

2 credits

#### 1. Outcome 1 be able to provide information to others by speaking and listening

Ass	Assessment criteria (Performance)		nce da	ate		
The	learner can:	Portfo	olio re	ferenc	е	
1.1	speak clearly and appropriately for the situation					
1.2	give a description based on a straightforward topic					
1.3	give an explanation based on a straightforward topic					
1.4	give an account on a straightforward topic					
1.5	respond to questions about different topics					

### Unit 204 Speaking and listening – speaking and listening to provide information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 205 Speaking and listening – speaking and listening to obtain information

2 credits

### 1. Outcome 1 be able to obtain information from others by speaking and listening

Ass	Assessment criteria (Performance)		ence d	ate		1	
The learner can:			olio re	eferenc	e		
1.1	listen for and identify the gist of explanations, instructions and narratives in different contexts						
1.2	listen for and identify detail in explanations, instructions and narratives in different contexts						
1.3	listen for and identify relevant information from:						
	explanations						
	discussions						
	<ul> <li>presentations</li> </ul>						
1.4	use strategies to clarify and confirm understanding						
1.5	make requests and ask questions to obtain information in familiar and unfamiliar contexts						

### Unit 205 Speaking and listening – speaking and listening to obtain information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 206 Speaking and listening – speaking and listening to take part in a discussion

2 credits

#### 1. Outcome 1 be able to take part in discussions on straightforward topics

#### Two occasions in different contexts

Ass	Assessment criteria (Performance)		ence d	ate			
The learner can:		Portfolio reference					
1.1	follow the main points of a straightforward discussion						
1.2	identify relevant information from a straightforward discussion						
1.3	make contributions relevant to a discussion						
1.4	listen and respond appropriately to other points of view						
1.5	respect the turn-taking rights of others in a discussion						

### Unit 206 Speaking and listening – speaking and listening to take part in a discussion

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 207 Writing – using grammar, punctuation and spelling in writing

2 credits

### 1. Outcome 1 be able to use grammar and punctuation to aid understanding when writing

#### At least two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfo	olio re	ference	e		
1.1	construct complete written sentences, using adjectives and conjunctions						
1.2	write grammatically correct sentences with tenses						
1.3	use correct punctuation in complete sentences						

### 2. Outcome 2 be able to refer to sources of correct spellings of common and relevant key words

#### At least two occasions in different contexts

Ass	Assessment criteria (Performance) Evidence date						
The	The learner can:		Portfolio reference				
2.1	use dictionaries or spellcheckers on computers to find unknown spellings						

### 3. Outcome 3 be able to develop vocabulary relevant to own work and special interests

Assessment criteria (Performance)	Evidence date					
The learner can:		olio ref	erence	)		
3.1 identify words relevant to work and life to learn						

3.2	spell common words and relevant key words for work and special interest			
	work and special interest			

### 4. Outcome 4 be able to use methods to improve own spelling

Assessment criteria (Performance)		Evide	ence da	ate		
The	learner can:	Portf	olio re	ferenc	e	
4.1	proof-read own written text					
4.2	correct errors in own spelling					
4.3	use spelling rules					
4.4	use spelling strategies to extend spelling competence					
4.5	use rules and patterns to spell unfamiliar words					

### Unit 207 Writing – using grammar, punctuation and spelling in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 208 Writing – using planning and organisation in writing

2 credits

#### 1. Outcome 1 be able to plan and organise own writing

Assessment criteria (Performance)	Evidence date						
The learner can:	Portfolio reference						
1.1 plan writing, indicating key points							
1.2 organise writing in short paragraphs							
1.3 produce a sequenced chronological text							

## Unit 208 Writing – using planning and organisation in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to use writing to communicate information and opinions

#### At least two occasions in different contexts

Ass	essment criteria (Performance)	Evidence date						
The	The learner can:		Portfolio reference					
1.1	communicate information and opinions in sequential order							

#### 2. Outcome 2 be able to produce accurate writing

Assessment criteria (Performance)		Evidence date						
The	learner can:	Portfolio reference						
2.1	produce text that is legible and fit for purpose							
2.2	proof–read and revise writing for accuracy and meaning							

### Writing – writing to communicate

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 301 Reading – using reading to extend vocabulary

2 credits

#### 1. Outcome 1 understand vocabulary relating to a variety of topics

#### At least two occasions in different contexts

Assessment criteria (Performance)	Evidence date						
The learner can:	Portfolio reference						
1.1 recognise vocabulary on a variety of topics							
1.2 recognise vocabulary associated with different types of text							

### 2. Outcome 2 be able to develop vocabulary using strategies and reference materials

Assessment criteria (Performance)		Evidence date					
The learner can:     Portfolio reference							
2.1	read and use vocabulary in different types of text						
2.2	use appropriate strategies to work out meaning						
2.3	apply knowledge of word structure, related words, word route, deviations and borrowing to recognise vocabulary						

## Unit 301 Reading – using reading to extend vocabulary

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 be able to locate information for specific purposes

#### At least two occasions in different contexts

Assessment criteria		Evide	ence d	ate		1	1
The learner can:			olio re	ferenc	e		
1.1	use organisational and structural features to locate information						
1.2	use different reading strategies to find and obtain required information						
1.3	identify different types of information within descriptive, explanatory and persuasive texts						
1.4	identify the main points, specific detail and meaning conveyed by images						

### 2. Outcome 2 understand how language and other textual features contribute to meaning in different types of texts

Assessment criteria		Evide	ence d	late		
The learner can:		Portf	olio re	eferenc	e	
2.1	describe how language and other textual features contribute to the purpose of different texts					
2.2	describe how the meaning of texts can be determined from:					
	• component parts of a text					
•	• context					
	• own knowledge and experience					
2.3	use grammatical knowledge to predict meaning					
2.4	use knowledge of punctuation to predict meanings					

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

## 1. Outcome 1 understand written texts

### At least two occasions in different contexts

Assessment criteria The learner can:	Portfolio reference
1.1 identify main events of a descriptive or an explanatory text	
1.2 identify main points of a persuasive text	
1.3 read and follow written instructions to complete an activity	

## 2. Outcome 2 be able to use images to help understanding

Assessment criteria (Performance)		Evidence date						
The learner can:		Portfolio reference						
2.1	determine meaning from images which is not directly stated in text							

## **Reading – reading for meaning**

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## Unit 304 Speaking and listening – presenting information by speaking and listening

2 credits

## 1. Outcome 1 be able to present information to others by speaking and listening

Assessment criteria (Performance)		Evidence date					
		<b>D</b> 16					
The	The learner can:		olio re	ference	e		
1.1	adapt speech for particular situations						
1.2	organise information and ideas in sequences and develop the main points						
1.3	respond to questions on a range of topics						

## Unit 304 Speaking and listening – presenting information by speaking and listening

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 305 Speaking and listening – speaking and listening to obtain information

2 credits

## 1. Outcome 1 be able to obtain information from others by speaking and listening

Assessment criteria (Performance)		Evide	nce da	ate		
The	learner can:	Portfolio reference				
1.1	listen for and identify information from explanations or presentations on a range of straightforward topics					
1.2	listen and respond to explanations, instructions and narratives on different topics in a range of contexts					
1.3	use strategies to clarify and confirm understanding					
1.4	make requests and ask questions to obtain information in familiar and unfamiliar contexts					

## Unit 305 Speaking and listening – speaking and listening to obtain information

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 306 Speaking and listening – speaking and listening to take part in a discussion

2 credits

## 1. Outcome 1 be able to take part in discussion

## At least two occasions in different contexts – one of which should be familiar and one unfamiliar

Ass	Assessment criteria (Performance)		Evidence date				
The	learner can:	Portfolio reference					
1.1	follow discussions on a range of straightforward topics						
1.2	provide feedback and confirmation when listening to others						
1.3	make relevant contributions in a discussion						
1.4	respect the turn-taking rights of others during discussions						
1.5	use phrases for interruption						

## Unit 306 Speaking and listening – speaking and listening to take part in a discussion

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 307 Writing – using grammar, punctuation and spelling in writing

2 credits

## 1. Outcome 1 be able to use grammar and punctuation to aid understanding when writing

### At least two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1.1	construct complete written sentences to suit the text type, audience and purpose						
1.2	use correct subject-verb agreement						
1.3	use correct tense for purpose						

### 2. Outcome 2 know how to use punctuation to aid understanding

## At least two occasions in different contexts

	essment criteria learner can:	Portfolio reference		
2.1	punctuate sentences using punctuation markers			
2.2	use punctuation so that meaning is clear			

## 3. Outcome 3 be able to spell words most often used in daily life

Assessment criteria (Performance)	Evidence date					
The learner can:		Portfolio reference				
3.1 spell correctly words used most often						

## 4. Outcome 4 be able to use a range of methods to spell words

Assessment criteria (Performance)		Evide	Evidence date						
The	Гhe learner can:		Portfolio reference						
4.1	use a range of spelling rules								
4.2	use some independent spelling strategies								

## Unit 307 Writing – using grammar, punctuation and spelling in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## 1. Outcome 1 be able to plan and organise own writing

Ass	Assessment criteria (Performance)		ence d	ate	1	1	1
The learner can:		Porti	iolio re	eferenc	e		
1.1	outline a plan for own writing, indicating key points						
1.2	use format and structure suitable for purpose						
1.3	judge how much to write and level of detail to include						
1.4	present information in a logical sequence, using paragraphs where appropriate						
1.5	use style and vocabulary suitable for purpose and audience						

## Unit 308 Writing – planning and organising writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 309 Writing – using structure and content in writing

2 credits

## 1. Outcome 1 be able to communicate information and opinions when writing

## A minimum of two texts for each criterion

Assessment criteria		Evidence date					
The learner can:		Portfolio reference					
1.1	use language at different levels of complexity in own writing						
1.2	use formal and specialist language for different audiences						

## 2. Outcome 2 be able to present accurate writing

## Two occasions in different contexts

Assessment criteria		Evidence date					
The learner can:		Portfolio reference					
2.1	produce legible final text with reasonable accuracy appropriate to purpose						
2.2	proof-read and revise writing for accuracy and meaning						

## Unit 309 Writing – using structure and content in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

## Unit 401 Reading – using reading to develop vocabulary

2 credits

## 1. Outcome 1 understand vocabulary used for different purposes in different types of text

## At least two occasions in different contexts

Assessment criteria The learner can:			) e
1.1	recognise technical vocabulary		
1.2	recognise vocabulary associated with a range of different texts of varying complexity		
1.3	explain how choices about vocabulary contribute to different types of text		

### 2. Outcome 2 be able to use reference materials to develop vocabulary

Assessment criteria (Performance)		Evidence date						
The learner can:		Portfolio reference						
2.1	use reference material to identify the meaning of unfamiliar words							
2.2	use reference material to find alternative words							



## Unit 401 Reading – using reading to develop vocabulary

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## 1. Outcome 1 be able to locate information for specific purposes

#### At least one occasion

Ass	Assessment criteria (Performance)		ence d	ate	1	
The	learner can:	Porti	iolio re	eferenc	:e	
1.1	use organisational features and systems to locate information					
1.2	use different reading strategies to obtain information					
1.3	identify the main points from written text					
1.4	identify specific detail from written text					

## 2. Outcome 2 be able to use strategies for understanding written text

#### At least one occasion

Assessment criteria (Performance)		Evidence date					
	-						
The learner can:Portfolio reference							
2.1 read critically to evaluate information							
2.2	compare information, ideas and opinions from different sources						
2.3	use images to inform understanding						
2.4	use grammar and punctuation to aid understanding						

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

#### 1. Outcome 1 understand written texts

#### At least one occasion

Assessment criteria The learner can:		Portfolic referenc	
1.1	identify the main events of descriptive, explanatory and persuasive texts of varying complexity		
1.2	identify the purpose of a text using explicit and implicit clues		
1.3	identify points of view within an argument		

## 2. Outcome 2 be able to summarise information

Ass	Assessment criteria (Performance)		Evidence date					
The	The learner can:		Portfolio reference					
2.1	select main points and supporting detail in in in information to be summarised							

## **Reading – reading for meaning**

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## Unit 404 Speaking and listening – presenting information by speaking and listening

2 credits

## 1. Outcome 1 be able to present information to others

Assessment criteria (Performance)		Evide	ence d	ate		
The	learner can:	Portf	olio re	eferenc	ce	
1.1	speak confidently in a way which suits the situation					
1.2	organise information and ideas in sequences					
1.3	give explanations or accounts					
1.4	give multi-step instructions					
1.5	respond to detailed or extended questions					
1.6	respond to criticism and criticise constructively					

## Unit 404 Speaking and listening – presenting information by speaking and listening

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## Unit 405 Speaking and listening – obtaining information by speaking and listening

2 credits

## 1. Outcome 1 be able to obtain information from others by speaking and listening

Assessment criteria (Performance)		Evide	ence da	ate	_	
The	1	Deutf	- 16 - 11 - 1	[ 		
Ine	learner can:	Porti	olio re	ference	3	
1.1	listen for and identify information from extended explanations or presentations on a range of topics					
1.2	listen to and follow lengthy or multi-step instructions and narratives on a range of topics and in a range of contexts					
1.3	obtain detailed information in familiar and unfamiliar contexts by making requests and asking questions					

## Unit 405 Speaking and listening – obtaining information by speaking and listening

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 406 Speaking and listening – speaking and listening to take part in a discussion

2 credits

## 1. Outcome 1 be able to take part in a discussion

Assessment criteria (Performance)		Evidence date				
The learner can:		Portf	olio re	ferenc	е	
1.1	make contributions on complex topics to produce outcomes appropriate to the purpose					
1.2	adapt contributions to discussions to suit audience, context, purpose and situation					
1.3	use evidence to support opinions and arguments					
1.4	use phrases for interruption and change of topic					
1.5	use strategies intended to reassure					

## Unit 406 Speaking and listening – speaking and listening to take part in a discussion

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

# Unit 407 Writing – using grammar, punctuation and spelling in writing

2 credits

## 1. Outcome 1 be able to use grammar correctly

## At least two occasions in different contexts

Assessment criteria (Performance)	Evidence date						
The learner can:	Portfolio reference						
1.1 construct complex sentences							
1.2 use correct grammar							
1.3 use pronouns so that their meaning is clear							

## 2. Outcome 2 know how to use punctuation to aid understanding

## At least two occasions in different contexts

	Assessment criteria The learner can:		) :e
2.1	punctuate sentences using complex punctuation markers		

#### 3. Outcome 3 be able to review and revise to amend own written text

Assessment criteria (Performance)		Evidence date					
The	learner can:	Portfolio reference					
3.1	proof-read and revise writing for accuracy and meaning						
3.2	3.2 use a variety of sources to find correct spellings						

## 4. Outcome 4 be able to spell words most often used in daily life

### At least two occasions in different contexts

Assessment criteria (Performance)		Evidence date					
The	learner can:	Portfolio reference					
4.1	spell correctly words used most often in work, studies and daily life, including familiar technical words						
4.2	identify a range of different strategies to aid spelling						

## 5. Outcome 5 be able to use different methods to spell words

Ass	Assessment criteria (Performance)		Evidence date					
The learner can:		Portf	olio ret	ference	e			
5.1	use a range of spelling rules							
5.2	use a range of strategies							
5.3	spell a range of words required for a particular purpose							

## Unit 407 Writing – using grammar, punctuation and spelling in writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## 1. Outcome 1 be able to plan and organise own writing

Ass	Assessment criteria (Performance)		ence c	late			
The	learner can:	can: Portfolio reference					
1.1   make a plan for own writing, indicating key points							
1.2	use format and structure to organise writing for different purposes						
1.3	determine how much to write and the level of detail to include						
1.4	present information and ideas in a logical or persuasive sequence						
1.5	use style and vocabulary suitable for purpose and audience						
1.6	use formal and informal language appropriate to purpose and audience						
1.7	proof-read and revise own writing for accuracy and meaning						

## Unit 408 Writing – planning and organising writing

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

## 1. Outcome 1 be able to communicate clearly and effectively when writing

## One occasion for each criterion

Assessment criteria		Evidence date					
The learner can:		Portfolio reference					
1.1	select length of text and level of detail when writing depending on the purpose and audience						
1.2	make decisions about length and detail when writing						

## 2. Outcome 2 be able to present appropriate writing appropriate to purpose and meaning

## Two occasions in different contexts

Assessment criteria		Evidence date						
The learner can:		Portfolio reference						
2.1	proof-read and revise writing for accuracy and meaning							
2.2	produce legible final text with accuracy							



## Unit 409 Writing – writing for clear communication

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out as part of my learning programme.

Learner name:	
Learner signature:	
Date:	

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

## Appendix 1 Summary of City & Guilds assessment policies

#### **Health and Safety**

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds Qualification Consultants check this when they visit assessment centres.

#### **Equal Opportunities**

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **www.cityandguilds.com**, City & Guilds Customer Relations Team or your centre.

#### Access to assessment

City & Guilds qualifications are open to all learners. Some learners may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **www.cityandguilds.com**, from the City & Guilds Customer Relations Team or your centre.

#### **Complaints and appeals**

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your Assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **www.cityandguilds.com** or is available from the City & Guilds Customer Relations Team or your centre.

## **Useful contacts**

UK learners	T: +44 (0)844 543 0033			
General qualification information	E: learnersupport@cityandguilds.com			
International learners	T: +44 (0)844 543 0033			
General qualification information	F: +44 (0)20 7294 2413			
	E: intcg@cityandguilds.com			
Centres	T: +44 (0)844 543 0000			
Exam entries, Certificates,	F: +44 (0)20 7294 2413			
Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: centresupport@cityandguilds.com			
Single subject qualifications	T: +44 (0)844 543 0000			
Exam entries, Results, Certification,	F: +44 (0)20 7294 2413			
Missing or late exam materials,	F: +44 (0)20 7294 2404			
Incorrect exam papers, Forms request (BB, results entry), Exam	E: singlesubjects@cityandguilds.com			
date and time change				
International awards	T: +44 (0)844 543 0000			
Results, Entries, Enrolments,	F: +44 (0)20 7294 2413			
Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com			
Walled Garden	T: +44 (0)844 543 0000			
Re-issue of password or username,	F: +44 (0)20 7294 2413			
Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com			
Employer	T: +44 (0)121 503 8993			
Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	E: business@cityandguilds.com			
Publications	T: +44 (0)844 543 0000			
Logbooks, Centre documents, Forms, Free literature	F: +44 (0)20 7294 2413			

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

#### **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).

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