

Levels 1, 2 & 3 NVQs in Gas Network Operations GNO

6029

Assessor & Centre Guide

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Contents

Foreword	4
Introduction	5
Structure of Gas Network Operations NVQs	6
6029-01 Level 1 Gas Network Operations	7
6029-02 Level 2 Gas Network Operations (Servicelaying)	8
6029-02 Level 2 Gas Network Operations (Mainlaying)	9
6029-03 Level 3 Gas Network Operations (Craft)	10
Assessment Strategy	11
Recommendations for scheme staff qualifications	11
Occupational competence of Assessors & Verifiers	12
Assessment Requirements	12
Performance and work place evidence & assessment	14
Knowledge evidence and simulation requirements.....	15
Gathering Evidence	16
CWBR-Witness testimony	13
Equal Opportunities	14
Further information	17
Glossary of terms	18

Please read in conjunction with this guide the following City & Guilds generic guides:

- Candidate guide-version 1 September 2002
- Centre Guide-version 1 September 2002

These guides are available via City & Guilds website www.city-and-guilds.co.uk or by contacting City & Guilds Sales and Despatch - 020 7294 2468, Fax - 020 7294 2400

Please note that for specific detail and requirements of the performance and knowledge assessment evidence the Candidate Work based Record-CWBR must be referred to for each level.

Foreword

National Vocational Qualifications (NVQs) are fundamental to the drive to increase the skills of people working in a wide range of industries. Developing the skills of each individual, wherever they work, and whatever they do, fulfils a basic individual need for personal growth. Developing individual skills also fulfils the needs for organisations to be competitive and to succeed. It is a vital component for any business wishing for success, competing in domestic and world markets.

NVQs have been, and continue to be, developed for all industries, and are supported by government. They have been designed to provide valid and relevant vocational qualifications for people at work and are nationally and internationally recognised.

NVQs are about **competent performance** demonstrated in a particular task or skill, **over a period of time**.

Competence is being **able to do something and understanding why it is done that way**. It's not about practising something - it's about **doing** it. Competence comes after practice, or in other words competence indicates **actual**, and not potential, ability and skill.

The achievement of an NVQ has been seen to encourage employees to value their contribution to the workplace, and to develop their own skills and potential.

Each NVQ is made up of a number of **units of competence**.

Each **unit** describes the standards of a broad area of work that a competent person should be able to perform. A detailed description with each unit explains what the unit covers.

Each unit is broken down into a number of **elements**. The elements show what needs to be done to achieve the whole unit.

The **elements** contain the **national standard of work** (or performance criteria), the related **knowledge and understanding** and the **evidence required** from candidates to demonstrate their competence.

Candidates will be expected to show competence in the appropriate mandatory and optional units of the NVQ depending on where they work.

When candidates have successfully completed the relevant units, the centre will be able to claim their NVQ. City & Guilds will award the certificate.

Introduction

(Background Information)

The Gas Network Operations National Vocational Qualification-GNO-NVQ covers the construction, maintenance and emergency provisions for **gas distribution networks**. The network transports highly volatile natural gas in a range of pipe sizes and pressures. The requirement for high standards of safety and competence is self-evident and is subject to very close scrutiny by the Health and Safety Executive.

Initial research has identified that current occupational infra-structures are diverse and fragmented and include an extensive number of job roles where competence based standards for gas network operations do not exist, or are not clearly defined at anything other than Level 3. The existing Level 3 qualification is used almost exclusively by a single major employer and does not satisfactorily meet the needs of the contracting sector.

This existing qualification, NVQ in Gas Network Engineering Level 3, expired in May 2002. Its assessment strategy is based on a local centre model providing a dual assessment/training role. It is unlikely that the existing arrangements would meet the current QCA and SQA criteria in terms of:

- Some aspects of external quality control
- Defining which aspects of the National Occupational Standards must always be assessed through performance in the workplace.
- Defining the extent to which simulated working conditions may be used to assess competence and any characteristics that simulation should have, including definition of what would constitute a “realistic working environment” for the qualifications concerned.

Also in place is the existing Gas Distribution-GD Scheme, which is an educational model- training scheme, last reviewed in 1988, with no requirement to demonstrate competence in the workplace.

The 'new' National Occupational Standards for Gas Network Operations, to which the assessment strategy applies, are based on the generic national occupational standards developed by:

- The Construction Industry Training Board-CITB
- The Occupational Standards Council for Engineering-OSC Eng

The national occupational standards are more concise, clearer and easier to understand for all concerned in the process of delivering occupational standards. These standards, together with a robust assessment strategy will provide a much needed qualification structure for the gas distribution industry.

This guide has been produced in conjunction with the NTO for the gas industry (GWINTO) who developed the national occupational standards for these GNO NVQs.

This guide does not contain details of centre and scheme approval - these are given in the document: 'Providing City and Guilds qualifications' (stock code EN-00-1111) available free of charge from the Sales Department or your regional/national City & Guilds office (see *Further information* for more details).

General regulations and details of registration and certification procedures and fees are given in the City & Guilds Directory of NVQ Awards. Information about City & Guilds can be accessed on the web site at: www.city-and-guilds.co.uk. Information on NVQs can also be accessed by subject on the QCA web site at www.qca.org.uk

The structure of Gas Network Operations

There are four complete NVQs available within the Gas Network Operations Scheme 6029. They are:

6029-01 Level 1 NVQ in Gas Network Operations
(QCA No: 100/2042/1)

6029-02 Level 2 NVQ in Gas Network Operations (Mainlaying)
(QCA No: 100/2044/5)

6029-03 Level 2 NVQ in Gas Network Operations (Servicelaying)
(QCA No: 100/2043/3)

6029-04 Level 3 NVQ in Gas Network Operations (Craft)
(QCA No: 100/2045/7)

Structural overview is now provided for each of the four full NVQs available.

6029-01 Level 1 Gas Network Operations (QCA No: 100/2042/1)

To achieve the full NVQ

Mandatory Units

- Unit 001 Assist in locating and avoiding supply apparatus and sub-structures
- Unit 002 Working under supervision, excavate holes and trenches in ground and pavement structures
- Unit 003 Assist in preparing for re-instatement of excavation and pavement surfaces
- Unit 004 Working under supervision, contribute to an efficient and effective work environment
- Unit 005 Working under supervision, contribute to health, safety and environment in the workplace
- Unit 006 Working under supervision, operate powered tools and equipment for routine and predictable requirements during gas network operations
- Unit 007 Working under supervision, join materials by manually controlled thermal processes
- Unit 008 Working under supervision, assemble components to meet specifications

Optional Units

- Unit 009 Assist in preparing resources and segregating the area for highways works
- Unit 010 Assist in preparing resources and segregating the area for site works

To gain the certificate in Level 1 NVQ in Gas Network Operations the candidate must complete assessments for all mandatory plus one from the optional units.

6029-02 Level 2 Gas Network Operations (Mainlaying) (QCA No: 100/2044/5)

To achieve the full NVQ

Mandatory Units (all units - Unit 011 to Unit 019)

- Unit 011 Locate and avoid supply apparatus and sub-structures during gas network operations (Mainlaying)
- Unit 012 Excavate holes and trenches in ground and pavement structures to access the gas network (Mainlaying)
- Unit 013 Re-instate excavation and pavement surfaces after gas network operations (Mainlaying)
- Unit 014 Contribute to an efficient and effective work environment during gas network operations (Mainlaying)
- Unit 015 Contribute to health, safety and environment in the workplace during gas network operations (Mainlaying)
- Unit 016 Operate powered tools and equipment during gas network operations (Mainlaying)
- Unit 017 Install engineering products or assets (Mainlaying)
- Unit 018 Replace assembly or sub assembly components (Mainlaying)
- Unit 019 Conduct specified testing of engineering products or assets (Mainlaying)

Optional Groups

Section A units (either Unit 020 OR Unit 021)

- Unit 020 Prepare resources and segregate the area for highways works during gas network operations (Mainlaying)
- Unit 021 Prepare resources and segregate the area for site works during gas network operations (Mainlaying)

Section B units (either Unit 021 OR Unit 022)

- Unit 022 Join materials by manually controlled thermal processes (Mainlaying)
- Unit 023 Join materials by machine controlled thermal processes (Mainlaying)

Section C units (TWO from Unit 024 to 028)

- Unit 024 Control allocated resources to achieve requirements (Mainlaying)
- Unit 025 Prepare work areas and materials for engineering activities (Mainlaying)
- Unit 026 Restore components to operational condition by repair (Mainlaying)
- Unit 027 Contribute to the organisation of work activities (Mainlaying)
- Unit 028 Contribute to effective working relationships (Mainlaying)

To gain the certificate in Level 2 NVQ in Gas Network Operations (Mainlaying) the candidate must complete assessments for:

All mandatory units

One from Section A optional units

One from Section B optional units

Two from Section C optional units

6029-03 Level 2 Gas Network Operations (Servicelaying) (QCA No: 100/2043/3)

To achieve the full NVQ

Mandatory Units (all Units-Units 029-037)

- Unit 029 Locate and avoid supply apparatus and sub-structures during gas network operations (Servicelaying)
- Unit 030 Excavate holes and trenches in ground and pavement structures to access the gas network (Servicelaying)
- Unit 031 Re-instate excavation and pavement surfaces after gas network operations (Servicelaying)
- Unit 032 Contribute to an efficient and effective work environment during gas network operations (Servicelaying)
- Unit 033 Contribute to health, safety and environment in the workplace during gas network operations (Servicelaying)
- Unit 034 Operate powered tools and equipment during gas network operations (Servicelaying)
- Unit 035 Install engineering products or assets (Servicelaying)
- Unit 036 Replace assembly or sub assembly components (Servicelaying)
- Unit 037 Conduct specified testing of engineering products or assets (Servicelaying)

Optional Groups

Section A units (either Unit 038 to 039)

- Unit 038 Prepare resources and segregate the area for highways works during gas network operations (Servicelaying)
- Unit 039 Prepare resources and segregate the area for site works during gas network operations (Servicelaying)

Section B units (either Unit 040 or 041)

- Unit 040 Join materials by manually controlled thermal processes (Servicelaying)
- Unit 041 Join materials by machine controlled thermal processes (Servicelaying)

Section C units (two of 042 to 046)

- Unit 042 Control allocated resources to achieve requirements (Servicelaying)
- Unit 043 Prepare work areas and materials for engineering activities (Servicelaying)
- Unit 044 Restore components to operational condition by repair (Servicelaying)
- Unit 045 Contribute to the organisation of work activities (Servicelaying)
- Unit 046 Contribute to effective working relationships (Servicelaying)

To gain the certificate in Level 2 NVQ in Gas Network Operations (Servicelaying) the candidate must complete assessments for:

All mandatory units

One from Section A optional units

One from Section B optional units

Two from Section C optional units

6029-04 Level 3 Gas Network Operations (craft) (QCA No: 100/2045/7)

To achieve the full NVQ

Mandatory (all units – Unit 047 to 058)

- 047 Locate and avoid supply apparatus and sub-structures in diverse situations
- 048 Excavate holes and trenches in ground and pavement structures in diverse situations
- 049 Re-instate excavation and pavement surfaces in diverse situations
- 050 Contribute to an efficient and effective work environment in diverse situations
- 051 Contribute to health, safety and environment in the workplace in diverse situations
- 052 Operate powered tools and equipment for routine and predictable requirements in diverse situations
- 053 Control allocated resources to achieve requirements in diverse situations
- 054 Install engineering products or assets in diverse situations
- 055 Replace assembly or sub assembly components in diverse situations
- 056 Conduct specified testing of engineering products or assets in diverse situations
- 057 Prepare work areas and materials for engineering activities in diverse situations
- 058 Analyse and interpret the results of engineering tests in diverse situations

Optional Units

Section A units (either 059 or 060)

- 059 Prepare resources and segregate the area for highways works in diverse situations
- 060 Prepare resources and segregate the area for site works in diverse situations

Section B units (either 061 to 062)

- 061 Join materials by manually controlled thermal processes in diverse situations
- 062 Join materials by machine controlled thermal processes in diverse situations

Section C units (three from Unit 063 to 067)

- 063 Restore components to operational condition by repair in diverse situations
- 064 Contribute to the organisation of work activities in diverse situations
- 064 Contribute to effective working relationships in diverse situations
- 065 Determine technical requirements to achieve objectives in diverse situations
- 066 Determine resource requirements to achieve objectives in diverse situations
- 067 Plan for engineering activities in diverse situations

To gain the certificate in Level 3 NVQ in Gas Network Operations (Craft) the candidate must complete assessments for:

All mandatory units

One from Section A optional units

One from Section B optional units

Three from Section C optional units

Assessment Strategy

Recommendations for scheme staff qualifications

Occupational Competence of Assessors and Verifiers

In line with QCA and SQA guidance and in consultation with Awarding Bodies, GWINTO has determined the following occupational competence of assessors and verifiers (internal and external)

1) Relevant 'D' units from D32/33, D34 and 35 as follows: ^{*1}

- Assessors: D32 Assess candidate performance
D33 Assess candidate using different sources of evidence
- Internal verifiers: D34 Internally verify the assessment process
- External verifiers: D35 Externally verify the assessment process

A review of the above standards is currently underway and the L units below will eventually supersede the D units.

L27 Support work-based assessment

L28 Assess candidate performance

L29 Conduct internal quality assurance of the assessment process

L30 Conduct external quality assurance of the assessment process

(N.B these are the current titles and may be subject to change)

Exemptions in Scotland for: D32, 33, and 34

- Teaching qualifications for Further Education
 - Teaching qualifications for Secondary Education
- (D35 is not exempt)

2) Technical competence: This will apply to assessors, internal and external verifiers

A minimum of three years industrial experience and up-to-date knowledge within the gas distribution industry, from all three of the following occupational areas:

- Senior Distribution Operative – Services
- Senior Distribution Operative – Mains
- Distribution Operative – Craftsperson

^{*1} it is acceptable for assessors judgements to be allowed if they are actively moving towards the D units.

Assessors and Verifiers must have an understanding of the new Gas Network Operations standards, and ultimately will be required to have the relevant Gas Network Operations vocational qualifications, once these are fully established.

Provision should be made for integrating new assessors/verifiers into the system.

Assessors/verifiers working towards 'D' units must be supported by a qualified assessor/verifier when carrying out assessments/verifications or making assessment/verification decisions.

General Requirements

Please note that specific assessment requirements must be referred to as detailed in the Candidate Workbased Record-CWBR

External quality control requirements

All NVQs require a stringent quality control mechanism to maintain the quality of learning and outcomes for the candidate.

The NVQ utilises a significant number of external quality control methodologies to underpin its quality.

These requirements include:

- The use of **Independent Assessment** to assess competence via an assessor sampling the candidate's performance, and via knowledge assessment using externally set questions.
- An assessment strategy that dictates the specific **requirements for workplace assessment**, Assessor qualification and the requirements for internal verification of assessment evidence and assessor performance.
- All centres running the gas schemes will be **externally verified twice a year**.
- It is recommended that where a centre has received an adverse report from the **Adult Learning Inspectorate** (England only) the external verification process will investigate and increase External Verification at the centre's cost if in any way the centre has not complied with the Gas scheme's criteria.

Types of Assessment

General Evidence Methodologies

Evidence methodologies, based on performance and knowledge, should be developed in tandem with, and measured against, the need for sufficient “rigor” in terms of planning, reliability, validity and sufficiency. This should be achieved by specifying the amount of sampling required by the External Verifiers, and Internal Verifiers, across the performance and knowledge evidence. Awarding Body Quality Assurance system will ensure that the requirement for sufficient rigour to ensure that performance evidence is validated and verified for:

Sufficiency

Reliability

Validity

a) Performance Evidence

From the workplace, should include:

i) Use of a site based candidate workbased record-CWBR completed by the candidate and/or assessor and confirmed by the employer also. This will form part of a candidate's portfolio and will be assessed in the assessment centre. It is likely also that this document will be seen and sampled by an Internal Verifier and a City & Guilds External Verifier

ii) The need to satisfy statutory requirements confirmed by standard industry documentation, work records, job cards etc, as recognised by regulatory bodies (i.e. HSE, OFGEN). This evidence could be validated by centre assessors reviewing the candidate work based record-CWBR and conducting further assessment through oral questioning or possibly simulated tests (gas safety). The candidate workbased record-CWBR will be able to accommodate/incorporate the standard industry documentation, which is currently used by employers to 'sign off' jobs.

iii) A potential requirement for independent assessment of candidate's carrying out thermal jointing may be introduced as part of new European Standards.

The Candidate Workbased Record-CWBR assessment documentation will detail where the performance evidence is generated from, how many times it needs to be recorded and under what circumstances.

6029 Gas Network Operations NVQs are assessed through a combination of workplace assessment, simulation assessment, knowledge assessment, and accreditation of prior learning.

Workplace Assessment

Workplace assessment is seen as the primary source of evidence for making judgements about competence. Both direct observation and outcomes of work activities could be considered as primary evidence sources.

Candidates should demonstrate competence in the workplace during the performance of genuine work activities, thereby carrying out the tasks and duties that would be reasonably expected of them as a competent operative. Candidates will therefore be expected to have demonstrated

competence in the assessed tasks over a period of time under normal working conditions to generate evidence.

b) Knowledge Evidence

Knowledge evidence should be assessed through written and oral questioning. City & Guilds with the support of GWINTO, will develop a bank of **centrally set, locally delivered, and locally assessed questions (i.e. in centres)**, based on critical knowledge evidence. Key areas will include general health and safety, gas safety, and critical knowledge and understanding related to industry practices and procedures. Written and/or Oral questions as indicated earlier would be used in support of underpinning knowledge and understanding associated with performance.

All question papers will be centre delivered and centre assessed (i.e. within an approved GNO NVQ scheme assessment centre).

Assessors will use oral questioning where they feel it is appropriate to fully cover the subject area being assessed and to allow the candidate to evidence their full understanding.

Oral questions and the candidates' responses should be recorded in the assessment evidence records.

It is recommended that Assessors use oral questioning to determine the reliability of evidence from non-observed sources or witness testimony. Assessors should record these questions and the candidate's responses.

c) Simulations

The use of simulations is acceptable for the areas identified in this strategy, providing they are conducted in a **realistic working environment**. A realistic working environment is an environment where candidates are producing evidence subject to the following conditions:

- Real time pressures
- Use of tools, equipment and materials which are consistent with those found in the workplace
- A work environment is created which is, as practicable as possible, close to a real work situation.

The following units or elements have been identified where simulations are acceptable.

LEVEL 1 – UNIT GNO 105

Working under supervision, contribute to Health, Safety and Environment in the workplace

Element 105.2

Respond to emergencies

eg fire fighting, first aid and use of breathing apparatus

LEVEL 2 and 3 UNIT 205 and 305

Contribute to Health, Safety and Environment in the workplace (in diverse situations-Level3)

Elements 205.2 and 305.2

Respond to emergencies

eg fire fighting, first aid and used of breathing apparatus.

In addition to the competences outlined above, City & Guilds in consultation with GWINTO may also use additional simulations to reinforce evidence collected from the workplace such as:

- Critical testing techniques and procedures
- Activities where occurrences for generating evidence is limited

Full unit details for the above can be found in the Candidate Work Based Record-CWBR.

Gathering Evidence

In order to achieve a full NVQ, or to gain certification for scheme 6029, candidates must produce evidence of competence.

For schemes 6029, the majority of this evidence will be recorded/collected by the candidate under the strict guidance of the assessor through the use of the Candidate Workbased Record-CWBR.

Using the CWBR ensures that evidence of competence is gathered, organised and recorded in a uniform manner across all Gas-GNO NVQ assessment centres.

Where appropriate, candidates will provide accreditation of prior learning evidence and expert witness testimony.

The Candidate Work Based Record-CWBR

The CWBR is used in conjunction with the assessors Records of Assessments which will form the bulk of documentary evidence and will show assessment progress and completion. These documents, together with any other forms of evidence will be kept secure by the assessor and/or candidate at the centre.

Documentation should be made available to the candidate for duplication so that for example, he or she could present a record of his or her work at a job interview.

In all, the candidate's evidence could be made up of a combination of the following:

- Evidence Recording sheets
- Assessment Recording sheets
- Copies of all questions, both oral or written, together with a record of the answers given
- Feedback sheets
- Witness Statements
- Evidence of Accreditation of Prior Learning
- Assessor Assessment Plans - feedback to candidates

Witness Testimony

Witness testimony must be cross-referenced to the appropriate unit by the assessor. This Assessor's Guide contains a proforma for use in the gathering of witness testimony.

Written and Oral Questioning

A record must be kept of all oral and written questions that are answered by the candidate. Questions must be cross-referenced to the appropriate performance criteria.

Detailed guidance on the use of questions is provided in the Underpinning knowledge questions pack.

Feedback Sheets

It is important that candidates keep a copy of their oral questioning sessions, and are given feedback as to their success. This would normally be associated with assessment with assessor involvement. Notes from oral questioning sessions might not include a precise record of answers to every question, but a summary of the answer must be recorded with reference to the performance criteria. The candidate must keep copies of marked written question sheets and computer printouts of assessment as evidence of their achievement.

A copy of a blank Feedback sheet is reproduced in this Assessor's Guide.

Appeals and Equal Opportunities

Centres must have their own, auditable, appeals procedure. If a candidate is not satisfied with the assessor's judgement of his/her competence during the assessment process, or a candidate feels that the opportunity for assessment is being denied, the internal verifier and centre co-ordinator should, in the first instance, address the problem. If, however, the problem cannot be resolved, City & Guilds will arbitrate and the external verifier may be approached to offer independent advice. All appeals must be clearly documented by the centre co-ordinator and made available to the external verifier or City & Guilds if advice is required.

Should occasions arise when centres are not satisfied with any aspect of the external verification process, they should contact City & Guilds regional or national office.

Access to the NVQ framework is open to all, irrespective of gender, race, creed, age or special needs and there are no formal entry requirements. The centre co-ordinator should ensure that no candidate is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. QCA requires City & Guilds to monitor centres to check whether equal opportunities policies are being adhered to. The City & Guilds equal opportunities policy appears in the Directory of NVQ Awards.

Further information

Further information regarding centre/scheme approval or any aspect of assessment of the Administration N/SVQs should be referred to the relevant City & Guilds regional/national office:

Region	Telephone	Facsimile
City & Guilds Scotland	0131 226 1556	0131 226 1558
City & Guilds Newcastle	0191 402 5100	0191 402 5101
City & Guilds Warrington	01925 897900	01925 897950
City & Guilds Leeds	0113 380 8500	0113 380 8525
City & Guilds Wales	02920 838700	02920 838725
City & Guilds Birmingham	0121 359 6667	0121 359 7734
City & Guilds Derby	01773 842900	01773 842940
City & Guilds Taunton	01823 722200	01823 444231
City & Guilds London and South East England	020 7294 2820	020 7294 2419
City & Guilds Southern England	020 7294 2603	020 7294 2412
City & Guilds Eastern	01480 308300	01480 308325
City & Guilds Northern Ireland/ Ireland	028 9032 5689	028 9031 2917

City & Guilds Head Office – Customer Service Enquiry Unit	020 7294 2800	020 7294 2400
City & Guilds Publication Sales	020 7294 2850	020 7294 3387

Website <http://www.city-and-guilds.co.uk>

Further information regarding gas national occupational standards can be obtained from:

GWINTO
The Business Centre
Edward Street
Redditch
Worcestershire B97 6HA

Telephone: 01527 584 848
Facsimile: 01527 698 02
E-mail: enquiries@ginto.co.uk
Website: www.gwinto.co.uk

Information on NVQs can be accessed by subject on the QCA web site at www.qca.org.uk

Glossary of terms

Approved centre - an organisation inspected by City & Guilds and deemed to have the trained staff and resources to make assessment arrangements for particular NVQs.

APL - the Assessment of Prior Learning. The facility for an individual to receive credit for previously acquired (and still current) competence. Also known as APA (Assessment of Prior Achievement).

Assessor - person accountable to the external verifier (through the internal verifier) who is both experienced and qualified/or working towards qualifications in assessing candidates. Assessor skills include observation, evaluation, making judgements about individual performance.

Assessors may be based in the workplace, in an approved centre such as a college, or be peripatetic, visiting candidates in a variety of situations.

Assessment plan – This is put together with the help of your assessor who will guide and help you through the process of planning where, when, and how you will be assessed against the Gas National Occupational Standards that relate to the Gas Network Operations as detailed in the-CWBR

Awarding body - an organisation recognised by the Qualifications and Curriculum Authority (QCA) for the purpose of awarding National Vocational Qualifications (NVQs).

For the administration of the GNO NVQ, the Awarding Body is **City & Guilds**.

Candidate - employee or student / trainee who wishes to be assessed in order to gain a qualification.

Certificate of unit credit - document issued by City & Guilds listing units achieved.

Competence - an assessment based on the candidate's ability to perform a task to a defined standard specified in the national occupational standards.

Evidence - the means by which an external verifier can be satisfied that an individual has been properly assessed, usually a combination of completed/endorsed witness statements, and assessments by a qualified assessor with additional documentation collected in a portfolio of evidence.

External verifier - person accountable to City & Guilds who by monitoring and advising internal verifiers and assessors effects quality assurance

Internal verifier - person accountable to the external verifier and City & Guilds who is based in the approved centre and who co-ordinates assessment arrangements and monitors assessor standards.

Local examinations secretary - administrator appointed by an approved establishment to act as contact in all dealings with City & Guilds on matters concerning the processing of assessment entries and results.

National standard of work (performance criteria) –required from candidates to demonstrate their capability.

National Vocational Qualification - a qualification recognised by the Qualifications and Curriculum Authority (QCA) as being relevant to the need of industry.

Portfolio - a structured collection of evidence from several sources gathered together and referenced to the national occupational standards, in which a candidate's achievements are recorded. This will be formed by your Candidate Workbased Record-CWBR and your Assessors Records

Real work – where the provision of the product or service by the candidate, if not carried out, would require an organisation to employ someone else to do it.

Realistic working environment (RWE) - an environment within which candidates are producing performance evidence subject to the following conditions:

- real work pressures (e.g. working hours, timescales, accountability, establishing priorities)
- real work problems
- real tools to do the job (e.g. real information, industry standard equipment)
- a real client or customer (**not** the trainer or assessor)