

# Frequently asked questions

October 2025



## Level 2 Award in supporting wellbeing and mental health of self and others

### **Q: Will this qualification be available in Northern Ireland?**

A: We have applied for this qualification to be regulated by CCEA in Northern Ireland. We will notify centres by Email Alert once this been approved.

### **Q: We don't fall under Ofsted in NI it is ETI – will this make a difference?**

A: No, this won't make a difference. For centres monitored by Ofsted, the qualification provides an additional benefit, but it is equally relevant and accessible for ETI-monitored centres.

### **Q: We are an ILM Centre but would like to offer this Award. Will our trainers also be approved, we deliver Levels 2,3 & 5**

A: Yes. Any centre already approved to deliver Level 2 qualifications with City & Guilds or ILM can apply to deliver this Award.

### **Q: Will this course be available Internationally**

A: We are working to make this qualification available internationally. Centres will be notified via Email Alert once it is launched.

### **Q: Can learners be registered for this course only and not registered for any other C&G or ILM course?**

A: Yes. This Award can be taken as a stand-alone qualification or as an enhancement alongside other programmes.

### **Q: Where can I find the support material**

A: All support materials, including the Qualification Handbook, are available on the City & Guilds website.

**Q: Could this be relevant for older adult returners/volunteers and refugees and asylum seekers who are trying to enter the job market?**

A: This qualification has been designed for delivery to learners aged 16 and above, and is entirely suitable for anyone over the age of 16. It should be noted that the purpose is not progression to employment.

**Q: Will this qualification be eligible for Adult Skills Funding?**

A: Currently, this Award is offered on a full cost recovery basis and is not funded through the usual UK routes. To support uptake, we are offering free learner registrations from 1 Sept – 31 Dec 2025. From 1 Jan 2026, the registration fee will be £25. Qualification approval is free of charge (approval form required).

**Q: Is this qualification suitable for staff?**

A: Yes. It is highly suitable for staff CPD, as well as learners. Employers may find it valuable to embed this Award into workforce training.

**Q: Will any IQA be needed?**

A: The Award is assessed via one online multiple-choice test. Centres should apply their usual IQA checks for online testing.

**Q: Is it subject to EQA?**

A: Assessment for this qualification will be conducted through multiple-choice questions (MCQs). As such, EQA involvement will primarily focus on centre approvals and verifying that examination procedures are correctly implemented during routine sampling activities.

**Q: Please can you confirm that we can use this at Gen2 also?**

A: Yes. Any centre approved to deliver Level 2 qualifications with City & Guilds or Gen2 can apply to deliver this Award.

**Q: Can this qualification be cross referenced to Level 3 diploma unit: Personal wellbeing and health and safety?**

A: We recommend mapping the content to the relevant learning outcomes and assessment criteria of the Level 3 unit. This ensures consistency, supports progression, and reinforces key themes such as health, safety, and wellbeing.

**Q: Do we have to apply for approval?**

A: Yes. Centres must follow the City & Guilds qualification approval process. It is available to all approved City & Guilds and ILM centres with full Level 2 approval.

**Q: Can I ask is this qualification for Level 2 learners? or 16-18? We have Team leader Level 3 would it be suitable for them or too basic?**

A: The Award is designed for learners aged 16 and above. It is accessible for Level 2 learners, but also suitable as a foundation course for those at higher levels, such as Team Leaders.

**Q: What is course duration**

A: The Award is 8 Guided Learning Hours (GLH), typically delivered in a single day. Centres may structure delivery flexibly to suit learners.

**Q: Are there any similar qualifications for lower levels or EAL learners?**

A: Currently, this Award is aimed at Level 2 learners.

**Q: Can you confirm this would be free until 31st December then only cost would be any re sists.**

A: Learner registrations are free from 1 Sept – 31 Dec 2025. From 1 Jan 2026, the registration fee is £25 (which includes certification). Centres may apply their own charges for delivery.

**Q: Is this award only relevant to England at the moment?**

A: The qualification was launched in England and Scotland. It has since been designated in Wales, and we have applied to have it available in Northern Ireland with CCEA.

**Q: Are you including safeguarding guidance to delivery tutors?**

A: Yes. The Award introduces learners to managing their wellbeing and recognising how to seek support. It supports learners in understanding how to manage their own wellbeing and develop awareness of others. The Award also contributes to safeguarding, as the content includes guidance on where and how to seek support when needed.

**Q: We are currently only an ILM centre. How can I become a City & Guilds centre too please?**

A: Centres approved for Level 2 delivery with ILM or City & Guilds can apply to deliver this Award. To become a City & Guilds centre, follow the Centre Approval process on our website.

**Q: How is the exam conducted, is it remote invigilation like the FS for private training providers.**

A: The assessment is an online Evolve multiple-choice test. Standard Evolve invigilation rules apply.

**Q: Would it be free in Wales when it is available here?**

A: The qualification is now designated in Wales.

**Q: Our centre do not use Evolve, we have learners all over the country at different sites, is there any option to do a non test based alternative?**

A: The Award is assessed solely via an online Evolve multiple-choice test.

**Q: Is there a progression pathway for this qualification?**

A: This Award is primarily an awareness-raising qualification, offering a strong foundation in wellbeing. While not linked to a specific job role, it supports progression, employability, and personal development across sectors.

**Q: Do those delivering have to be qualified assessors?**

A: Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training (this knowledge must be to the same level as the training being delivered.) Have recent relevant experience in the specific area they will be assessing and have credible experience of providing training.

**Q: Our Centre has never used Evolve before - what is the process / cost of accessing and using that system?**

A: Please contact your Direct Sales Team or Business Development Manager for guidance on accessing Evolve.

**Q: Will learners receive a certificate or another acknowledgement, on a pass?**

A: Yes. Learners who successfully complete the qualification will receive a regulated certificate.

**Q: What about our neurodiverse clients and blind clients that can't use the online system?**

A: Reasonable adjustments and accessibility support are available for all learners. Please refer to our policy on special adjustments for online tests.

**Q: Is it available in the Republic of Ireland?**

A: Yes – the qualification is available internationally.

**Q: How does a centre become a City and Guilds centre for delivery?**

A: To become a City & Guilds or ILM approved centre you must follow our Centre Approval process which can be found on our website.

**Q: How long is the online test?**

A: The Evolve exam is 30 minutes in duration.

**Q: Is there a centre fee from January 2026, I know it's free currently for centres?**

A: There is no separate centre fee. From 1 Jan 2026, the learner registration fee will be £25. Qualification approval is free of charge (approval form required).

**Q: Can members of staff enrol for free up until 31/12/2025?**

A: Yes. Staff can be registered as learners during the free registration window.

**Q: Are the resources available for teaching this qualification?**

A: A comprehensive handbook is available, including unit content, learning aims, and structured guidance for delivery.

**Q: How soon after registering is the exam available?**

A: Once registered, learners can be booked for the online exam in line with Evolve testing guidelines.

**Q: Do we register learners on Walled Garden for this qualification?**

A: Yes. Registrations follow the usual Walled Garden process.

**Q: This seems to be directed to learners not me as an assessor, would that be correct?**

A: While this qualification is designed with learners in mind, it's equally valuable for those delivering or supporting the learning journey. In fact, we actively encourage all delivery staff, assessors, and pastoral teams to complete the qualification themselves. It offers a deeper understanding of the mechanisms behind the content, which can significantly enhance how you support your learners - both academically and emotionally. By experiencing the qualification first hand, you'll be better equipped to guide learners through it, anticipate their challenges, and embed wellbeing principles into your own practice.

**Q: How can our remote learners access the 'Evolve' online assessment?**

A: Please see our Remote Invigilation Policy on the City & Guilds website.

**Q: Is this available for CoC centres?**

A: Yes. Any centre who is approved to deliver Level 2 courses with City & Guilds can apply to deliver this qualification.

**Q: Is there a facility to do bulk registration uploads?**

A: Yes. Registrations can be uploaded via Walled Garden as with other qualifications.

**Q: What mental health and psychiatry experts were consulted?**

A: We had a number of subject matter experts working on the development of this qualification, including qualified mental health practitioners.

**Q: Can't find the qualification on the website**

A: Please use the search bar on the City & Guilds homepage and search for "1049".

**Q: Is there a certification charge on top of registration fee? Are there teaching resources available?**

A: No. From 1 Jan 2026, the £25 registration fee includes certification. A Qualification Handbook is available to support delivery.

**Q: Is there a cap on how many registrations we can use/free?**

A: No. There is no cap on the number of learners you can register during the free registration window.

**Q: Can this be delivered via Zoom or Teams?**

A: Yes. Centres can deliver the 8 GLH flexibly, including via Zoom or Teams. For the knowledge test, please refer to the Remote Invigilation Policy.

**Q: How long can they 'sit' with this qualification?**

A: The Award comprises 8 GLH, typically delivered in a day. Centres may spread delivery flexibly (e.g. 2 hours per week).

**Q: Will there be learning resources on Smartscreen for this?**

A: No. At present, there are no Smartscreen resources for this Award.

**Q: Will there be a Level 3 qualification in the future?**

A: At present, we are launching with the Level 2 Award option, which we believe offers a strong foundation in this subject area. However, we're always listening to feedback and monitoring market demand. If there's a clear need for progression to a Level 3 qualification, it's definitely something we'll consider for future development.

**Q: Would this be suitable for foster carers?**

A: This qualification has real potential to empower foster carers with essential knowledge and practical strategies to support both their own wellbeing and that of the children in their care. The focus on wellbeing and mental health including emotional resilience is especially valuable in such a demanding and emotionally rich role. For more info on how to find centres in your local area delivering this qualification please contact: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com).

**Q: We are an approved centre for Level 3 quals. Would we get approval for this?**

A: Yes. Centres approved for Level 2 and above may deliver this Award, subject to completing the qualification approval form.

**Q: We are a WBL provider roll on/roll off. Could we record our own training video?**

A: Yes. Centres can deliver the Award flexibly. For assessment, the online Evolve multiple-choice test must be used.

**Q: Will we have approval to deliver if we already deliver Functional Skills at Level 2?**

A: Yes. If you are approved for Level 2 and above, you just need to complete the qualification approval form.

**Q: Any further plans to develop a suite of qualifications around this topic, perhaps for Managers?**

A: At present, we are launching with the Level 2 Award option, which we believe offers a strong foundation in this subject area. However, we're always listening to feedback and monitoring market demand. If there's a clear need for progression to a Level 3 qualification, it's definitely something we'll consider for future development.

**Q: Will there be training for teachers to deliver the qualification?**

A: We recommend staff complete the Award as part of CPD. Centres may also engage with local charities or support organisations to build staff confidence.

**Q: Are there prepared learning resources for tutors? Can these be adapted for learners with a learning disability?**

A: A comprehensive handbook is available to support delivery of the Award. It includes detailed unit content, clearly defined aims, and a structured breakdown to guide effective teaching and learning.

**Q: The handbook still references Hair and Beauty - will this be updated?**

A: This Award originated within the Hair and Beauty sector and is part of the Hair and Beauty qualification portfolio. However, it has been intentionally developed to be context agnostic, making it suitable for delivery across all sectors. Its flexible design allows centres to tailor the content to meet the needs of learners in a wide range of vocational areas.

**Q: Can centres charge for delivery?**

A: Yes. This is a full cost recovery qualification. Centres may set their own delivery fees.

**Q: I deliver Level 7 to senior leaders. I haven't offered L2 before – any guidance?**

A: Please contact your City & Guilds support team for guidance on delivering Level 2 qualifications.

**Q: Would this qualification be suitable for short duration internal staff CPD?**

A: Yes. While designed for learners, it is equally valuable as staff CPD. Completing it deepens understanding and supports embedding wellbeing into practice.

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