

Q. Magicomm automatically certificates some candidates but others have to be manually certificated. If a qualification is still showing as 'booked' it is because either the manual check hasn't been carried out yet or the candidate is deemed not to have the pre-requisites. Sometimes a note is put on Magicomm by LBS identifying which pre-requisites have not been met but not always. This is very helpful as we can then check why the pre-requisite hasn't been met. Please can this become the norm and then we would know the reason why the candidate has not been certificated?

A. We have increased the auto-certification on Magicomm by 60% over the last five months implementing changes which allow older qualifications to be recognised. We will continue to improve this service, however there will always be exceptions which will require manual intervention. We will ensure notes are added to any record where certificate cannot be issued due to missing pre-requisites.

Q. Can we have an centre audit checklist that outlines specifically what documents are needed as this would eradicate the varied resources that are requested depending on the auditor?

A. The upcoming mandatory centre events will provide copies of Confirmation of Sampling Activity (CSA) which details all documentation required for sampling as part of the new Quality Assurance model. A copy of the report template will also be provided.

Q. Sometimes a pre-requisite is met by an equivalent qualification from another Awarding Organisation. Centres send the certificate and City & Guilds then certificate the qualification. This equivalent qualification must be recorded by City & Guilds on the candidate's record but this is not accessible by Centres. Can Centres have access to this information as the equivalent pre-requisite may be needed for a future qualification taken by the candidate?

A. Although this is not currently an option, we welcome the feedback on the functionality of our systems. This will be taken into consideration when implementing any future development.

Q. Why have spraying assessment registrations been moved to Magicomm? There is now no fixability in registration times and dates. The delegates for these assessments are difficult to pin down in advance of assessment, as their availability often changes at short notice.

A. The decision to switch off the CARF option and move to ATP for specific qualifications will ensure results are received instantaneously ensuring quicker turnaround times in issuing Certificate of Competences. ATP will also allow Centres to identify assessors more efficiently who are technically verified and first aid compliant. It will also help with GDPR compliance and ensure a paperless environment.

Q. Standardisation with C&G Staff i.e.

- Amalgamation of records sometimes can be confirmed over the phone, other times staff request that this is sent in by email.
- Data being required to get candidate numbers (we were advised minimum requirement is name & DOB, but some staff are requesting addresses and reluctant to give the information if the address is different)
- Information given to Centres regarding Evolve tests time, we have been advised anywhere between 48 hours and 48 working hours (which is 6 days!) for numbers to be available, on asking repeatedly we never receive any written information to advise us, so when we ring to check numbers sometimes, we are helped and others we are not.

A. Standardisation - we will standardise telephone processes and update centres in December. Evolve registrations will be processed to City & Guilds Walled Garden within 48 hours. Where exceptions occur and the registration period is over this time, please inform information@cityandguilds.com.

Q. City & Guilds are losing a lot of work to Lantra – are there any plans to revert some qualifications to train and assess?

A. Registrations for all qualifications remain consistent. As and when qualifications are redeveloped, if non-independent assessment methodology can be adopted, this would be considered.

Q. Turnaround time of certificates – used to get nearly every day now once every 3 to 4 weeks at best

A. Our aim is to deliver certificates within 10 working days of certification.

Q. Email response time – 3 to 4 days before a response at minimum then you can't reply direct to who sent you the answer or query and it goes back in the queue again for 3 to 4 days – is there a way to respond to the person you are dealing with rather than going through it all again?

A. Our email response time is three working days this is in line with City & Guilds. Individual contact details are not given to reduce the risk of emails not being dealt with should individuals not be available. The link to our customer service statement here: [Customer service statement](#)

Q. Are there any plans to roll out CPD modules to other areas, i.e. Land based machinery (0014-33 Fork Lift Truck), Animal Transport?

A. CPD modules will be developed where there is an industry need. This usually takes place during redevelopment of qualifications.

Q. Is it possible for centres to remove candidates from a booking and/or rebook assessments?

A. Candidates can be unbooked if the assessment documents haven't been created. If you wish to remove a candidate from a booking, this isn't currently an option without contacting Customer Support.

Q. Whilst City & Guilds state that Assessors are not conducting Regulated Activity, we have College and private school customers that require Enhanced Adult and Child Workforce DBS checks due to the Children in Education Act and their Safeguarding policies. As qualifications are for age 16+ it would show due diligence if all assessors undertook as part of the Assessor portfolio requirement similar to their First Aid certificate. In terms of marketing you could advertise that all Assessors are Enhanced DBS checked. Would this be considered?

A. Any enhanced DBS checks required by colleges/schools would need to be arranged with the assessor directly. We are unable to carry out these checks on behalf of assessment centres.

Q. Lantra offer a good qualification workbook for their refresher courses. Do City & Guilds plan to produce a workbook for their CPD modules.

A. City & Guilds do not provide training courses, therefore we do not provide training materials. There are a number of industry publications available to support the qualification requirements e.g. AFAG, FISA, AA.

Q. Why isn't the ID Checking on the ROA's and CARF's? It can easily be added to the top section, only takes one line. Would save a lot of hassle if this was on the forms for the assessors.

A. The assessor confirms the accuracy of the candidate details during the ID check and changes can be made (annotated) on the ROA/CARF.

Q. Please can you confirm if all centres are using registration forms? This is a requirement of the Centre Manual & within the Welcome Pack for New Centres, that we complete registration forms for all candidates prior to registration.

A. Registration forms are a mandatory requirement. This will be covered during the face to face centre events. City & Guilds have produced a template for centres to use/adapt if required. Centres, training providers and employers are responsible for managing their compliance with GDPR.

Q. Pre-requisite tick box on the ROA – who is responsible for ticking this? Some assessors feel this is the responsibility of the Centre to tick, however we feel the Assessors should still be checking and ticking pre-assessment. Is there an official line on this one?

A. The initial check for pre-requisites is the responsibility of the assessment centre. This must be carried out at the point of registration. Assessors must then complete a secondary check and record this on the ROA. Some assessors also invigilate evolve based assessments prior to practical unit being assessed e.g. PA1. The assessor is then able to record that this has been completed.

Q. Why do Centres need to hold a copy of the First Aid Cert? National already record the end date on ORS.

A. It is a City & Guilds requirement that all assessors hold a valid First Aid certificate and that centres retain a copy of this.

Q. The assessor observation that is needed before doing the assessor training course. Can you explain a little more please?

A. By observing live assessments, applicants are able to gain a realistic insight into the role of an assessor.

Q. The new CPD (0041) qualifications receive a digital credential. However, this does not show on ORS as it only shows the test date and whether they passed. They may or may not have been awarded the digital credential. The only way of currently finding out is to find out when they took the assessment on ORS and then check their booking on Magicomm to see if 'Certificated awarded' is showing. Can the award of the digital credential be identified on ORS?

A. Although this is not currently available, we will be looking at processes and systems in the coming months. Please feel free to provide feedback in the upcoming surveys.

Q. Could City & Guilds paperwork completion 'training' be provided to assessors as a webinar? We are constantly reminding them how to complete and reminding them they need to print off their Assessor Qual Handbooks with tick lists.

A. This could be carried out as part of centre standardisation with assessors. Assessors could also contact their allocated Technical Verifier if they require additional support. Support videos and exemplars have been uploaded have been uploaded secure area of the NPTC website.

Q. Can assessors choose their Technical Verifier or are they allocated by City & Guilds?

A. Assessors are allocated to a Technical Verifier based on geographical area and qualification type.

Q. What happens if remote assessors only provide their TV reports and not assessment observations?

A. All assessors must provide copies of centre Internal Quality Assurance (IQA) activity which should include observation reports and records of administrative reports. These documents can be shared

between assessment centres. If these are not made available, then the centre should action the assessor accordingly.

Q. For PA1 Pesticides exams, is a RAG rating required for invigilators in the same way you have mentioned for assessors?

A. Invigilators must be included within a centres Internal Quality Assurance (IQA) plan. This will be covered in more detail at the face to face centre events.

Q. Is there any guidance as to how to risk rate assessors?

A. We have created some guidance on this. This will be covered in more detail at the face to face centre events. This has already been uploaded to the centre secure section of the NPTC website.