

Our Quality Assurance Requirements Assessor Manual



Version 5.2 April 2022, change history:

The Assessor Handbook has been updated on the following page, so all assessors should familiarise themselves with the latest content.

Page	Change
Page 10	Addition of information regarding one to one assessment requirements

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Introduction to City & Guilds LAND-BASED SERVICES

Bringing you the best in vocational qualifications.

Why choose City & Guilds?

With our extensive portfolio and over 140 years of knowledge and experience, it's no wonder that almost 2 million individuals trust City & Guilds with their futures every year.

99% of employers recognise the City & Guilds brand:

- **Candidates are more likely to find a job (placing candidates on the right route to employment).**
- **Making it easier to engage with employers.**
- **Many of our qualifications are branded City & Guilds NPTC. NPTC is widely recognised in the land-based industry and was a stand-alone awarding organisation until it became fully integrated with City & Guilds in 2010.**

More products and services to choose from than any other awarding organisation (AO):

- We have 1000s of qualifications that have been developed in conjunction with key organisations in 28 industries to help you consolidate the number of AO's you work with and reduce administration.
- **Designed for clear progression** to take your candidates to the highest levels in their chosen careers.

Market-leading support products and services:

- **From a specialist network of quality consultants to first class technology**, you'll have everything you need to deliver the assessments as efficiently as possible.

Introduction to the Assessor Manual

The Assessor Manual is to be used as a reference document to support you in your role. This document provides guidance on our quality assurance and how to plan, carry out and document your assessments and quality assurance activities in line with City & Guilds and regulatory requirements.

The Manual must be used in conjunction with relevant policies and procedures.

As an Assessor you are important in ensuring that our qualifications are delivered in line with City & Guilds and regulatory requirements.

Quality is at the heart of all we do, and a key part of your role is to support our customers by providing up to date advice and guidance on our products, services and qualifications. We understand your role can be challenging, as it involves sometimes having to deliver difficult feedback, so it's important to know City & Guilds recognises the significance of the role you undertake.

This manual will provide you with the information, processes and procedures you need to effectively carry out your role as a Certificate of Competence Assessor.

Certificates of competence Assessor quality assurance

Verification

Important: Assessments cannot be carried out if an Assessor's Verification period has expired.

As a City & Guilds NPTC Assessor you will be required to be quality checked or 'verified' by one of our Technical Verifiers. This is to ensure that assessments are carried out fairly, consistently and rigorously to the national prescribed standards for certificates of competence wherever they are delivered throughout the country.

Verification is carried out at the new Assessors first assessment as the final part of the training process and then again within 6 months of this date. Thereafter Verification is required every 24 months.

Verification covers all the Assessors qualifications and initially should be in the Assessors primary qualification (i.e. Chainsaw, Pesticides, Utility Arboriculture, Livestock, Machinery General and Forest Machinery) and at their next Verification in any other qualification that they assess. (The alternate 2-year plan excludes Manual Handling unless the Assessor only has Manual Handling as a qualification).

Arranging your Verification:

Please note: It is the Assessors responsibility to ensure they arrange a Verification before their current Verification period expires. Any Assessor who exceeds their Verification expiry date by twelve months will be automatically retired from the database.

- It is an Assessors responsibility to contact their allocated Technical Verifier ensuring that they give them sufficient notice to help arrange and agree the Verification at a mutually convenient date, time and venue.
- Assessors who assess several qualifications should arrange to be verified on a different qualification in turn, returning to their major qualification every other time that they are verified, unless the Technical Verifier has recommended otherwise.
- *The process of Verification for City & Guilds Certificates of Competence (CoC) Assessors is currently funded by City & Guilds.
- Extension of Verification is only considered 'on request' and is dependent on a number of considerations including previous requests for extensions and notice given.

***Please note charges will apply for the following:**

- If training or a re-visit Verification is recommended.
- If an Assessor has not carried out the required number of assessments over their 2-year Verification period (a minimum of 20 per annum) the information about the number of assessments carried out can be obtained from the QA team.
- If an Assessor wishes to be re-instated after being inactive for three months after their Verification has run out, they will be required to undergo a full day Verification including any relevant updates required.
- If an Assessor wishes to come back on board after a period of 12 months or more (see page 17).

- If an Assessor cancels a Verification with a Technical Verifier within 5 working days.
- If an Assessor arrives at an assessment without their Assessor portfolio.
- If charges apply, please ensure that you inform the Technical Verifier as to who City & Guilds should charge, otherwise the invoice will automatically be sent to the Assessor.

The current charge is **£300** if any of the above apply.

For further details regarding the above please contact: gasupport@cityandguilds.com

First aid requirements:

- Assessors for Chainsaw, Working at Heights, Utility Arboriculture and Forest Machinery MUST hold an up to date, *recognised First Aid at Work certificate.
- Assessors for all other qualifications must hold an up to date, *recognised First Aid certificate (minimum of Appointed Persons or Emergency First Aid).
- Assessors are required to send a copy of their First Aid certificate to the Centre(s) that they work with and to the QA Support Team at City & Guilds gasupport@cityandguilds.com
- Assessor's expiry details of their First Aid can be found on the website under 'Details' (See Page 27).
- The Assessor must carry a suitable First Aid Kit that is in date.

***Important:** To be recognised, the certificate must display a certificate number and a qualification code or number. Failure to comply with our First Aid requirements will lead to an Assessor being registered as 'inactive' and unauthorised to carry out further assessments until there is proof of compliance.

Update, re-certification and training requirements for all qualifications

Certificate of competence Assessor updates will be held as and when they are required according to the demands of new legislation, new information, City & Guilds changes, qualification changes and technical developments. Assessors will be required to attend appropriate updates as informed by City & Guilds. These events will usually be skill specific and on a group basis. If an update is deemed mandatory, the Assessor will not be able to continue assessing if they do not attend.

Re-certification events will be mandatory for Assessors to attend. Upon completion of the event if an Assessor is found to be unsuccessful, they will have any relevant Assessor qualifications removed from their skills index i.e. if unsuccessful with ground based chainsaw re-certification they will not be able to assess ground and aerial chainsaw units.

Portfolio/CPD requirements

Each Assessor **MUST** maintain a Portfolio and produce this for the Technical Verifier at Verification or make it available to the Centre for auditing purposes. It must be up to date and contain the following information:

Mandatory:

- Last Verification report form.
- First aid certificate.
- Evidence of the 'Technical update and standard setting' events you have attended (in the last 2 years)
- Evidence of latest Assessor Manual (printed or demonstrate electronic access e.g. smartphone)
- *Centre Observations
- Previous ARAS pad(s) to provide evidence of effective and sufficient feedback
- Other evidence i.e. a few sample copies of Qualification Guidance/General Risk Assessment, SSRA's
- Attendance certificates for training events, evidence of courses attended
- Other evidence of CPD, for example:
 - Trade shows attended.
 - Membership of institutes.
 - Publications subscribed to.
 - Contracting work/auditing.
 - Presentation of training events.

NOTE. Photocopies of documents are acceptable.

The portfolio does not need to be a huge file, but it must be relevant and current. It must be presented to your Technical Verifier and contain evidence that covers the previous 2 years.

Please note: Failure to produce your portfolio or any evidence at your Verification could result in an Assessor being charged for the Verification visit.

***Important:** As part of the Centre audit process; there is a requirement for Centres to observe Assessors on a regular basis. If an Assessor works for more than one Centre, there may be an opportunity to share this observation information with the Assessors permission. Evidence of these observations must be kept in your portfolio to be shown to your Technical Verifier (TV) at Verification.

Other approval requirements:

- All assessments **MUST** be conducted according to the relevant Assessor Guidance/Qualification Guidance document. **All** the appropriate activities and criteria **MUST** be assessed.
- An Assessor must demonstrate competence and provide evidence of industry expertise in the qualification/s they wish to assess.
- An independent certificate of competence assessment must be carried out on a one-to-one basis i.e. one candidate to one Assessor.
- Satisfactory and consistent standards **MUST** be maintained during the assessment.
- Satisfactory and consistent standards **MUST** be maintained in the completion and return of the Candidate Assessment Report Form (CARF)/Record of Assessment (ROA) and other documentation.
- City & Guilds do not impose a set retirement age for Assessors, but if there are any concerns regarding an Assessor's 'fitness to operate' then they may be asked to undergo a Technical Evaluation/re-training in the qualification(s) that they wish to assess.

We are committed to ensuring that our qualifications retain value and credibility. The key to this is valid, reliable assessment and effective quality assurance. To retain their status on the Approved Database, all those delivering or assessing City & Guilds qualifications must comply with the approval requirements for each of the qualification(s) they assess.

General quality assurance requirements for City & Guilds Assessors

The primary role of an Assessor is to assess a candidate or candidates' performance and/or related knowledge in a range of tasks and to ensure that the competence/knowledge demonstrated meets the requirements of the standards. Assessors must therefore have occupational expertise in the competence areas to be assessed. Assessors will be required to maintain their expertise by undertaking continuous professional development activities.

City & Guilds Assessors are responsible for:

- Fully briefing candidates on the assessment process.
- Checking a candidates' ID before the start of the assessment.
- Following assessment guidance provided by City & Guilds and the Centre.
- Observing candidates' performance in the workplace and/or in simulated situations, and/or conducting other forms of assessment in accordance with the qualification requirements.
- Ensuring that assessment of performance by observation is unobtrusive.
- Judging the evidence and recording assessment decisions against the standards.
- Providing candidates with prompt, accurate and constructive feedback, both verbal **and** written.
- Managing the system of assessment from assessment planning through to making and recording assessment decisions.
- Assessing evidence of candidate competence
- Confirming that candidates have demonstrated competence/knowledge and have completed the assessment to the required standard.
- Giving clear feedback to candidates who are deemed not yet competent.
- Demonstrating commitment to anti-discriminatory practice and equal opportunities.
- Adhering to the Safeguarding Policy and Code of Conduct (see page 20).
- Ensuring maintenance of confidentiality for sensitive information.

Fitness to operate

Assessors need to be reasonably fit, both physically and mentally when carrying out assessments as they are responsible for the safety of the candidate. There may be occasions where the Assessor has to step in, in order to support the candidate. Assessors are required to inform the Centre and City & Guilds when they are taking prescribed medication which may affect their ability to operate machinery safely or assess and support a candidate operating machinery.

Role of the Assessment Centre – What do our Centres do?

City & Guilds Approved Centres that offer Certificates of Competence can be found on our website. Click on 'Centres' and then use the 'Find the Centre' drop down. City & Guilds has Centres delivering certificates of competence in England, Wales, Scotland, Northern Ireland and Republic of Ireland.

Centres liaise directly with candidates, employers, Assessors and City & Guilds. Their role is to:

- Supply candidates with assessment documentation and registration form.
- Advise on costs – including assessment fees.
- Link candidates up with organisations/colleges where training courses are available.
- Advise candidates on the arrangement for the assessment.
- Quality assure Assessors through observation, recording of CPD and achievement, monitoring and sampling paperwork, including CARFs/ROAs and SSRAs to ensure that the quality process is robust.
- Hold CV & CPD information at the Centre for all Assessors that work with them.
- Be the first point of contact for potential new Assessors and supporting their application if Assessors are required in the relevant skill set.
- Forward results to City & Guilds so that we can audit and send candidates their certificates and ID cards.
- Liaise with City & Guilds on quality assurance and follow the procedures as per the documents below.
- Arrange any reasonable adjustments for a candidate's assessment in line with the City & Guilds process.

The primary document provided by City & Guilds to support centres quality assurance requirements is the [Centre Handbook](#) which is held and updated online. Please ensure you refer to the most up to date version.

Applying for access arrangements

[Guidance on Access Arrangements and Reasonable Adjustments](#)

Access arrangements are adjustments that allow candidates to show what they know and can do without changing the demands of the assessment. Examples of access arrangements include:

- Readers.
- Scribes.
- Extra time.
- Modified assessment materials.

The Equality Act requires an Awarding Organisation to make a **reasonable adjustment** where a candidate who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. The Awarding Organisation is required to take reasonable steps to overcome this disadvantage.

Centres apply for access arrangements via the [City & Guilds website](#) and this must be carried out before the assessment takes place. The system will usually give an instant decision as to whether an arrangement is approved. In exceptional cases the application may need to be referred to City & Guilds for consideration. Candidates are required to provide evidence to support their request and prove that this is their 'normal way of working'.

Reasonable adjustments **must not**, however, affect the reliability or validity of assessment outcomes nor must they give the candidate an unfair assessment advantage over other candidates undertaking the same or similar assessments. An Assessor **must not** make any adjustment to an assessment unless there has been prior agreement with the Centre and supportive evidence has been received.

Certificate of competence qualifications are vocational qualifications. Centres have a duty to ensure candidates are aware that for vocational qualifications they must achieve **all** the required units to gain a full qualification and must meet all the learning outcomes and assessment criteria.

Please note: Awarding organisations are not required to make adjustments to competence standards.

If an Assessor has **any** doubt about the validity of a candidate's request for extra time or similar, they are requested to contact the Centre.

Providing translation for the certificate of competence qualifications

The use of translators for our certificate of competence qualifications is **not permitted**. Similarly, we do not allow Readers if a candidate's literacy difficulties are primarily caused by English, Irish (or Gaeilge) or Welsh not being their first language. Translation of either examination material or the candidate's answers from or into the candidate's first language will not be permitted.

Candidates who have been in the UK for less than two years and for whom English is an additional language cannot have a reader/translator unless a history of need and provision can be established from their country of origin.

City & Guilds are under no obligation to offer translators as an access arrangement (except British Sign Language BSL) and are not required to make reasonable adjustments in the same way we do for a disability, for example.

One to one assessment: Certificate of competence qualifications

It is expected that certificate of competence independent assessments must be carried out on a one-to-one basis, i.e., one candidate to one Assessor.

The Assessor must allow sufficient time to fully assess every candidate. Assessment times may vary due to time of year, facilities and weather conditions.

Exceptionally, there may be periods during the assessment where there could be an overlap, when **two** candidates are being assessed concurrently also when two candidates are needed to handle the equipment/animal at one time. These are listed below:

- Chainsaw- Chainsaw Maintenance.
- Chainsaw-Aerial Tree Pruning (If a chainsaw is not being used).
- Chainsaw-Aerial Tree Rigging.
- Chainsaw-Aerial Rescue.
- Plant Machinery & Dumper Trucks.
- Pesticides–Application of Pesticide via a conveyor/Spray Train & Boat Mounted Sprayer.
- Safe and Responsible Use of Veterinary Medicines.
- Sheep Dip.
- Pig Husbandry Skills.
- Basic Stockmanship & Welfare.

The maximum at any one time should only ever be **two** and the **two** candidates involved should not be assessed together. **All** criteria must be covered by **all** of the candidates assessed.

It is not acceptable in any circumstance to question the candidates at the same time. Therefore, a qualification such as Chainsaw Maintenance should be carried out in a workshop or area large enough so that the candidates have their own space and cannot be overheard.

Centres should always ensure that the Assessor is allowed sufficient time to fully assess every candidate. Please refer to the maximum/expected assessment time's document as a useful guide to this.

Assessor responsibilities:

- An Assessor is a representative of themselves and City & Guilds and as such must present themselves in a professional manner at all times.
- Smoking/vaping is not permitted whilst the assessment is being carried out and only allowed within designated work site smoking areas and at designated work breaks throughout the day.

An Assessor may only assess a candidate if:

- Their Verification is up to date.
- They hold the qualification, are an approved Assessor for the units to be assessed and are currently registered with City & Guilds as active.
- They hold the correct up to date First Aid certificate and City & Guilds hold a copy.
- The candidate has been registered with City & Guilds.

An Assessor MUST NOT assess candidates who are:

- Instructed or trained by the Assessor (unless it is a non-independent, integrated qualification or CPD modules).
- Supervised/managed/employed by the Assessor.
- Related to the Assessor.
- In a relationship with the Assessor.
- Social acquaintance/friend/work colleague of the Assessor.
- Employed by a business competitor of the Assessor, where success or failure of the candidate may have a commercial advantage to the Assessor/Assessor's employer.

Arranging the training or assessment:

Each Assessment Centre has its own procedure for arranging this. Upon receiving a request to carry out an assessment it is important that Assessors follow the procedures and customer service guidelines of the Assessment Centre.

The Assessor should check the following points:

- Have the venue, date and time for the assessment been arranged by the Centre or does the Centre expect the Assessor to arrange it?
- Has the candidate been registered?
- Has the Centre provided sufficient information and the contact numbers to enable the assessment to be arranged?
- How many candidates are there? Is this number practical in the time available?
- Will there be sufficient suitable resources and equipment on site for the number of candidates being assessed?
- Is the candidate aware of the appropriate Personal Protective Equipment (PPE) requirements or equipment needed for the assessment?
- Are the candidates aware of the date, time and venue of the assessment?
- Have the candidates been provided with a contact number in case an unforeseen circumstance prevents their attendance at the specified time?
- Have any of the candidates declared a particular need or assessment requirement?

The Assessor MUST ensure that the following documents are available for each assessment:

- The correct CARF (Candidate Assessment Report Form)/ROA (Record of Assessment) for each candidate produced by the Centre. It is recommended that this is always pre-populated (i.e. candidate name and details already pre-populated).

- The most up to date Qualification Guidance or Assessor Guidance document for the qualification. These may be obtained from the City & Guilds NPTC website www.nptc.org.uk
- Enough copies of relevant assessment documentation to ensure appropriate use during assessment for each candidate.
- General Risk Assessment and a Site Specific Risk Assessment.
- The Assessment Result Advice Slip (ARAS) pad.
- Relevant Equal Opportunities, Safeguarding Policies, Complaints and Appeals Policies.

Conducting the assessment pre assessment procedure:

The Assessor **MUST**:

- Arrive in good time.
- Check that the site, facilities and equipment comply with HSE guidelines and are suitable for the assessment to be conducted.
- Wear the appropriate PPE for the assessment taking place.

Meeting and briefing the candidate:

The Assessor **MUST**:

- Greet the candidate in a positive and friendly manner.
- Introduce themselves by name and show their Assessor ID card.
- Identify the candidate by checking their name, date of birth and home postcode and ask to see photographic identification i.e.: Passport or driving licence.
- Explain the format of the assessment to the candidate and the documentation involved
- Complete a written Site Specific Risk Assessment (SSRA) **involving** the candidate, and then ask the candidate to sign to confirm understanding.
- Ask the candidate to record emergency contact details on a separate sheet which will be destroyed after the assessment.
- Highlight to the candidate the declaration on the SSRA and confirm that they are happy to continue. Ask the candidate to sign to confirm understanding.
- Keep the SSRA available to both the Assessor and the candidate(s) and review/update should there be any changes in the conditions of the site.
- Ask the candidate if there are any questions they wish to ask before the assessment commences.
- Explain to the candidate their rights regarding clarification of questions or instructions.
- Clearly identify the start of the assessment.
- Strictly follow the appropriate Qualification Guidance/Assessor Guidance/Assessment Pack.
- Ask all questions in a clear, direct and open format without leading the candidate.
- Make all instructions clear and uncomplicated and check that the candidate fully understands what is required before allowing them to proceed.

Assessing the candidate:

The Assessor **MUST**:

- Take a safe position with a clear view of the activity being carried out - close enough to be in control of the assessment in case of an emergency but without 'crowding' the candidate.
- Record appropriate marks or comments on the Qualification Guidance or Assessor Guidance for each assessment activity, as they occur.
- Check that **all** of the appropriate activities have been assessed before declaring the assessment completed.
- Provide constructive and meaningful feedback and ensure this is recorded on the assessment paperwork.

Do's and don'ts when conducting assessment:

DO:

- Maintain a professional appearance and manner at all times.
- Turn your mobile phone **OFF** or to **SILENT** – please do not take or make calls whilst you are assessing, this could be very off-putting for the candidate and could compromise safety.
- Cultivate and maintain a pleasant atmosphere from the point of contact with the candidate and find time to relax them during the introduction period.
- Ensure that there are no undue barriers for the candidate other than the requirement that they must be able to achieve the assessment criteria.
- Maintain a positive manner even if the candidate is not performing well.
- Temper all negative feedback with some positive aspects even where a candidates' performance was never going to be competent.
- If the candidate has not been successful, provide positive and constructive guidance on what is required to achieve the qualification at a future date and record this on the assessment paperwork.
- If you suspect that there is a discrepancy in the training (e.g. it does not satisfy one or more of the assessment criteria) discuss your concerns with the Assessment Centre.
- Respond positively to any criticism or complaint that the candidate may record on the CARF/ROA.

DO NOT:

- Make any 'off the cuff' remarks that could bring disrepute to the training or assessment process or make derogatory remarks, sexist or racist jokes.
- Continue the assessment if feeling unwell or threatened.
- Show signs of disapproval such as frowning, tutting, looking away as in disapproval or any other action that may be off putting to the candidate which could be interpreted that they are not doing well.
- Make any comments about the apparent standard of training that the candidate has received (Independent Assessment).
- Offer your services as either a Trainer or Assessor by handing out cards or advertising of any kind.

- Expect the candidate to carry out tasks that are not included in the Assessor/Qualification Guidance/Assessment pack.

Post assessment:

The Assessor **MUST**:

- Inform the candidate whether they have Met or Not Met all of the assessment criteria
- Complete the CARF or ROA, using the Assessor/Qualification Guidance/Assessment Pack for reference.
- Provide positive feedback on the areas where the candidate's performance was good and make a note of this on the Assessment Result Advice Slip (ARAS).
- Highlight the candidate's weaker areas and provide encouraging advice and record this on the Assessment Result Advice Slip (ARAS).
- Ask the candidate for their comments.
- Ask the candidate to sign the CARF or ROA and invite them to make a written comment. If the candidate does not wish to make a written comment, then they should write 'NONE' in the comment section to show they were invited to comment but declined.
- It is not necessary for the Assessor to give written feedback on the ROA or CARF - just to state 'see ARAS'.
- It is a requirement that the Assessor completes the Assessment Result Advice Slip (ARAS) documenting the reasons for the assessment decision recommendation, including qualitative feedback. This is to be signed by the Assessor and the candidate.

An Assessor **must** ensure that they add constructive written comments on the Assessment Result Advice Slip (ARAS), whatever the assessment decision. Best practice would be to focus upon points of improvement that the candidate should take in future. Assessors should ensure that their comments reflect the behaviours/practices that the candidate should undertake to improve.

It is this document that will be referred back to by the candidates and possibly their Employer and will be audited at the Centre so qualitative feedback ***must** be provided. A completed example of an ARAS can be found on the NPTC secure Assessor website in the documents tab.

***Important:** Assessors consistently providing little or no written feedback to candidates will be contacted by the Centre that they are working through in order to support the improvement of their feedback. This will be monitored at the Centre audit visit.

Distribution/retention of the documents:

To the candidate:

- The white copy of the Assessment Result Advice Slip explaining either the certification process for candidates that have 'met' all assessment criteria or the re-assessment process for those that have 'not met' all assessment criteria.

To the Assessment Centre within 2 working days

(these could be sent electronically – please check with the Assessment Centre)

- The completed CARF or ROA for each candidate.
- The Site Specific Risk Assessment.

- The yellow copy of the Assessment Result Advice Slip for each candidate.

To be retained by the Assessor:

- The green copy of the Assessment Result Advice Slip for each candidate
- The **Assessor Guidance/Qualification Guidance/Assessment Pack** used for the assessment of a candidate should be retained by the Assessor for a minimum of 12 months and may be asked for by City & Guilds or the Centre if queries arise

Important: The most up to date Assessor Guidance/Qualification Guidance/Assessment Pack must be used during every assessment. This is the standard by which the assessment is carried out and copies of the guidance may be requested by the Centre, Technical Verifier or City & Guilds as part of our Quality Assurance process.

Assessment Tracking Process (ATP)

The ATP system provides built in checking which improves quality assurance and enables certificates to be issued more consistently within a shorter time frame which benefits us all. Centres will need to validate and approve the results on ATP prior to sending them electronically to City & Guilds for certification. This is in line with the systems used by all other City & Guilds Centres.

The Assessors will have to use the Record of Assessment (ROA) and Site specific Risk Assessment (SSRA) to feed into the ATP system. The Assessor must complete the forms and send these back to the Centre to enter the results into the ATP system.

Please note: If an Assessor's Verification or first aid is out of date, they will not show on the ATP system as being available for assessment and therefore must not be used for assessment until this is rectified.

Invigilation of Evolve

The invigilator is the person in the examination room responsible for conducting a particular examination session in the presence of the candidates. This applies to any of the Assessors that are delivering Evolve tests on behalf of a Centre.

Invigilators have a key role in upholding the integrity of the external examination/assessment process.

The role of the invigilator is to ensure that the examination is conducted according to these instructions in order to:

- Ensure all candidates have an equal opportunity to demonstrate their abilities.
- Ensure the security of the examination before, during and after the examination.
- Prevent possible candidate malpractice.
- Prevent possible administrative failures.

Further information about conducting examinations can be found in the document noted below*. An Assessor invigilating Evolve qualifications must ensure that they are familiar with the most up to date version of this document. Please contact the Centre/s that you work with to ask them about invigilation training.

***General and Vocational Qualifications - Instructions for conducting examinations**

At least one copy of these instructions must be available at the time of the assessment. This may be a printed hard copy version or an electronic copy which is visible at all times via a computer.

Further information can be found on the website: www.jcq.org.uk

Technical Evaluation and adding additional qualifications

If a current Assessor wishes to add further qualifications to their portfolio, they must hold the relevant City & Guilds qualification as a candidate and go through a Technical Evaluation.

Technical Evaluation is defined as an assessment of technical skill and underpinning knowledge in a particular skill area to ensure that the qualities of City & Guilds qualifications are met. During this process an Assessor must demonstrate skill in their chosen qualification(s) in the presence of a Technical Verifier. Their skill should be backed up by industry experience and shown to be over and above that of a candidate for the Certificate of Competence and therefore have a broader and deeper knowledge of the qualification or skill. In order to prepare for a Technical Evaluation, the individual must ensure that they are familiar with their subject and have extensively practiced their skills beyond the knowledge of an operator.

The Technical Evaluation Standards

The definitions and scoring below are to be used when technically evaluating an Assessor. These will help to standardise the process and support the Technical Verifier in giving qualitative feedback at the end of the process. An Assessor should always leave a Technical Evaluation with an action plan, full knowledge of their development needs and whether they have been successful or not.

Level	Definition
1	A poor level of knowledge, with a severe lack of any practical experience. A potential Assessor at this level would demonstrate skills below the standard of the relevant certificate of competence and would be unlikely to pass the relevant test without further training and experience.
2	A less than sufficient level of technical knowledge, but the potential Assessor shows some practical experience in the qualification subject. At this level an Assessor would be likely to have difficulty with most assessment situations and would be relying on a practical background to cover deficiencies in technical knowledge. This level would be broadly equivalent to the relevant certificates of competence standard.
3	A level of knowledge to cope with the average assessment requirements.

	There may be identifiable gaps in knowledge, but they would be able to show some practical experience in some, but not all instances. Potential Assessors at this level would have difficulty with applicants of a higher knowledge level or greater practical experience and could have difficulty responding to particularly challenging, competent candidates.
4	A good level of technical knowledge that has been acquired from relevant practical experience and theoretical sources. Assessors at this level will have the ability to demonstrate an exemplary performance on most but not all occasions and to work out answers to difficult questions using acquired knowledge. They may need to use reference sources for answers to some questions.
5	Excellent all round theoretical knowledge of all aspects of the topic which is supported by very extensive practical experience. Potential Assessors at this level will be able to demonstrate an exemplary performance on demand and answer technical questions easily without the need for any references to other material.

Important: An Assessor **must** achieve the required score in performance evaluation columns **4 or 5 only**. New Assessors will also be required to demonstrate their communication skills and will be asked to assess the Technical Verifier during part of the Technical Evaluation. In some cases, there may also be the requirement to carry out a short written test or multiple choice question paper.

The Technical Verifier will be required to send the completed Technical Evaluation form to City & Guilds to enable them to add the qualification(s) to a successful Assessors portfolio.

If an Assessor already holds an industry specific instructor qualification for another Awarding Organisation it is possible that City & Guilds will be able to add this qualification to an Assessor's portfolio providing that:

- It is a recognised Awarding Organisation.
- The Assessor has proof that they hold the qualification at instructor or similar level.
- The Assessor holds the relevant City & Guilds qualification as a candidate.
- The Assessor has achieved this within the last 5 years.

New Assessors: Wishing to add further qualifications will be able to do so after their probationary period of 6 months and successful Verification.

Current Assessors: Further qualifications can be added at any point. For some qualifications the assessment and Technical Evaluation can be carried out at the same time. In order for an Assessor to be given the relevant qualification and receive a certificate as a candidate, they must be registered by their Centre and the correct paperwork completed by the Technical Verifier.

Technical Verifiers can be contacted directly – contact details can be obtained by emailing the Quality Team.

Most of the Technical Evaluation forms can be found on the website www.nptc.org.uk

Click on 'Assessors' and the Technical Evaluation information can be found on the right-hand side of the page along with the new forms.

Returning Assessors:

Former/lapsed Assessors (those whose Technical Verification is more than 12 months overdue) that wish to re-apply for Assessor status (unless they were previously suspended or retired by City & Guilds) will need to apply to City & Guilds and be sponsored by an Assessment Centre. They will then be allocated to a Technical Verifier and will have to carry out a Technical Evaluation in the skill area that they wish to assess in. Once completed and if successful the applicant will have to attend the four-day Assessor training course. Upon completion their Assessor status will be re-instated. The first assessment they conduct will need to be carried out in the presence of a Technical Verifier with a further Verification visit after their 6-month probationary period.

Her Majesties Prison Service (HMPS) Assessors: Any Assessors that have been technically evaluated to enable them to be able to carry out City & Guilds assessments within the prison service will be automatically retired upon leaving HMPS. If they wish to continue as City & Guilds Assessors after leaving HMPS will need to apply to City & Guilds and be sponsored by an Assessment Centre. They will then be allocated to a Technical Verifier and will have to carry out a Technical Evaluation in the skill area that they wish to assess in. The first assessment they conduct will need to be carried out in the presence of a Technical Verifier with a further Verification visit after their 6-month probationary period.

Assessors will be charged for Technical Evaluation:

£200 half day **£300** full day

Invoices will be raised after the Technical Evaluation (TE) has taken place. **Please ensure** that details of who is paying for the TE are added to the form by the Technical Verifier.

For further details please email: gasupport@cityandguilds.com

Customer service and customer service response targets

Assessors are a vital link in the achievement of satisfactory customer service. By following this Quality Assurance Guide, Assessors will be contributing significantly to the achievement of the Customer Service Statement.

This can be found on the City & Guilds website:

www.cityandguilds.com/help

It is essential that Assessors return all of the completed documentation to the Assessment Centre at the earliest opportunity. When the Assessment Centre is located at or near the assessment site the completed documents should be handed in at the completion of the assessment, when this is not the case the documents should be posted to the Assessment Centre within **two** working days.

If things go wrong with customer care

Poor assessment practices or maladministration:

If the requirements of this quality assurance guide are followed, even if there is a complaint from a candidate or their employer, the Assessment Centre and/or City & Guilds Land-based Services will be well placed to deal with it efficiently, with minimum cost and every chance of retaining respect of the customer.

Occasionally poor assessment practices or maladministration leads to a complaint. These may arise as a result of failure to understand certain issues, forgetfulness, mistakes, etc. City & Guilds recognises that these are things that we all experience from time to time and will act to address the issues with the Assessor. The Assessment Centre will deal with the complaint in the first instance and will provide City & Guilds with details of any issues relating to the Assessor.

City & Guilds first approach is almost invariably supportive and the type of action that might be taken is indicated below:

- Letter or email to the Assessor asking for their details of the event.
- Letter or email to Assessor to require confirmation that specific actions will be taken.
- Telephone support from the Technical Verifier.
- Technical Verification visit.
- Requirement to attend updating or training.

Assessors should note however, that repeated instances, either of the same or different poor assessment practice or maladministration could lead to City & Guilds approval being withdrawn.

Malpractice

Malpractice relates to more serious and/or deliberate issues. Where there is evidence of malpractice, Assessor approval may be withdrawn forthwith and if necessary further proceedings taken.

Examples of Malpractice are:

- Training and assessing own candidates (independent assessment only).
- Repeated failure to return paperwork to the Centre on time.
- Consistently carrying out assessments after Verification has expired or without a valid First Aid certificate.
- Deliberately falsifying paperwork.
- Not wearing the correct PPE whilst conducting the assessment.
- Making sexist or racist remarks.
- Repeated failure to comply with action plans.
- Repeated failure to respond to emails or letters from City & Guilds.
- Failure to promptly pay invoices for training events, Verification or Technical Evaluation.
- Not following the Assessor/Qualification Guidance/Assessment Pack and adhering to the correct standards.
- Assessing under the influence of alcohol, drugs or medication that could impair your judgement or affect your response to a safety issue.

- Not completing or submitting the Code of Conduct Paperwork (See page 21).
- Behaving unprofessionally in any way when representing City & Guilds.

This list is not exhaustive

It is important to note that if an Assessor is accused of malpractice, then City & Guilds are likely to suspend that Assessor and, in some instances, an investigation may be required. Evidence of any of the above malpractice can result in an Assessor being permanently removed from the City & Guilds approved Assessor list.

Co-operation with investigations

Assessors **must** co-operate with investigations relating to either maladministration or malpractice as above and with any actions upon them arising out of such investigations. Failure to do so may put in jeopardy their continuing approval. Upon receipt of a complaint, investigations may be carried out by the Assessment Centre or by City & Guilds.

Where an Assessment Centre investigates, any findings that relate to the performance of an Assessor or their adherence to the, our quality assurance requirements or the Code of Conduct must be sent to qasupport@cityandguilds.com

Assessors will be informed in writing of the outcome of any investigation and of any actions they are required to take or of decisions relating to their approval.

Safeguarding of children, young people and vulnerable adults

As a result of an Ofqual requirement, the City & Guilds Group, in common with all major awarding organisations, is complying with the JCQ (Joint Council Qualifications) Safeguarding requirements. These are designed to protect children and vulnerable adults from abuse and exploitation.

These requirements involve taking measures to check on the appropriate suitability of staff and representatives who have contact with our candidates. It is directed at anyone who provides care, supervision, teaching, training, instruction, advice or guidance.

All Assessors will be required to complete an initial Disclosure Declaration Statement and Code of Conduct.

General Information about working with children and vulnerable adults

Working with children and vulnerable adults

The Disclosure and Barring Service (DBS) was formed in December 2012 to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

The Government also changed the requirements for DBS checks to reflect changes brought about by the Protection of Freedoms Act 2012. The impact is that for disclosure and barring purposes a DBS check is only required when working in **regulated activities** with children or with adults.

For children, '**regulated activity**' is (1) working in an unsupervised capacity with children on some premises (such as schools) and (2) providing personal physical or health care.

For adults '**regulated activity**' is primarily concerned with personal physical or health care.

Assessors do not involve themselves in regulated activities either with children or vulnerable adults and therefore are not currently required to undertake checks.

Code of conduct

This code is designed to provide an easy-to-access reference source. All City & Guilds representatives are required to acquaint themselves with the [City & Guilds policies and procedures](#) on Safeguarding Children, Young People and Vulnerable Adults.

You must:

- listen to, value and respect everyone as an individual
- appropriately involve candidates/students in decision making
- encourage and praise achievement
- actively contribute to an organisational culture where inappropriate behaviour is not tolerated
- provide an example of the good conduct you wish others to follow
- ensure that whenever possible there is more than one adult present during activities with children and vulnerable adults, or at least that you are within sight or hearing of others
- not give out personal information, or share email addresses, mobile phone numbers etc with any child, young person or vulnerable adult
- report all allegations/suspensions of abuse by seeking further support and guidance, including any allegation made against yourself or other staff
- ensure that any concerns about inappropriate behaviour are quickly and appropriately reported on to the Safeguarding Leads within the City & Guilds Group.
- be aware that some children and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline used must be appropriate to age and understanding.

If you come into contact with children and vulnerable adults you must always avoid:

- being alone or out of sight of others. Where privacy is required, the door should be left ajar having ensured that others have been informed and are within earshot
- transporting candidates by car on one's own
- having unnecessary physical contact
- engaging in or allowing sexually provocative games or activities
- making or permitting suggestive or discriminating remarks to/or about children or vulnerable adults
- meeting children or vulnerable adults outside of organised/formal interaction
- entering a room where candidates may be changing their clothes, or are not fully dressed

- participating in, or tolerating any bullying
- not engage in sexual relationships with candidates (which may in any event constitute a criminal offence)
- taking any photographs or videos which include any participant unless authorised by the appropriate member of staff and the candidate/parental (for children) consent has been given.

All those who come into contact with young people should be aware that some young people and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline used must be appropriate to age and understanding.

Role of the Technical Verifier:

- Undertaking Verification visits with Assessors, ensuring that the qualifications are being delivered, implemented and interpreted to the required City & Guilds NPTC standards and that the Assessors fulfil the current criteria for being approved by City & Guilds NPTC. Respond to the Assessors within 48 hours either verbally or by email with a planned date or suggest an alternative Technical Verifier.
- Ensuring that City & Guilds NPTC Customer Service, Equal Opportunities and Access, and other relevant policies are being followed and implemented.
- Completing a written report, using current City & Guilds NPTC documentation at the end of each Verification visit before departure, providing a copy to City & Guilds NPTC and leaving a copy with the Assessor or scanning and emailing a copy.
- Maintaining records and copies of all communications with the Assessor, the Assessment Centre, City & Guilds NPTC and other parties, in the context of the Technical Verifier role. These records/ communications to be made available for inspection as required by City & Guilds NPTC.
- Carry out 'Technical Evaluations' of prospective or existing Assessors.
- Assisting in the organisation of Technical Updates in collaboration with the Principal Verifiers and the Quality Assurance Team.
- Participate in, or provide technical training or re-training for prospective or existing Assessors
- Provide a 'mentoring' service for allocated Assessors, offering them advice as required.
- Undertaking induction and/or refresher training for the Technical Verifier role as required.
- Responding positively to monitoring feedback provided by the Principal Verifier(s) and/or the Quality Assurance Manager on own development needs.
- Participating in the Appeals procedure and investigations as required.

- Liaising with the Principal Verifier(s) and the City & Guilds NPTC Quality Assurance Team, providing feedback / statistical information as required.
- Carrying out associated duties and providing additional information, as required by City & Guilds NPTC.

Role of the Principal Verifier:

- Deliver Technical Verifier and Assessor training/updating events.
- Review Verification, assessment and centre documentation and procedures.
- Respond to technical enquires as required by City & Guilds.
- Participate in the recruitment process for potential Technical Verifiers and Assessors.
- Provide a 'mentoring' service for allocated Technical Verifiers, offering them advice as required.
- Undertake induction and/or refresher training for the Principal Verifier role as required.
- Carry out monitoring of Verification report forms and providing feedback/action plans to Technical Verifiers.
- Carry out monitoring of Technical Evaluation forms and providing feedback/action plans to Technical Verifiers.
- Carry out observation of Technical Verifiers as required by City & Guilds.
- Liaise with auditors in relation to Centres/qualifications/Assessors/Technical Verifiers.
- Participate in the complaints/appeals procedure as required. Liaise with the City & Guilds Quality Assurance Team, providing feedback/statistical information as required by City & Guilds.
- Attend/lead team meetings as required by City & Guilds. Carry out associated duties and providing additional information, as required by City & Guilds.

Risk assessment

The two main documents are:

- The **General Risk Assessment (GRA)** identifies the hazards that are likely to be found when carrying out assessments, it also gives typical situations where these may occur and suggested control measures that should be in place

- The **Site Specific Risk Assessment Form (SSRA)** must be completed with the involvement of the candidate before the assessment starts (this should take no more than 5–10 minutes)

Completion of a Site Specific Risk Assessment (SSRA)

All Assessors are required to complete an SSRA as part of the City and Guilds Certificates of Competence requirements. The current SSRA templates **do not** contain the words '*additional hazards not covered by general risk assessment*'. The general risk assessment is designed as a guide to the hazards that may be present during an assessment, and the suggested control measures.

It is to be used as a guide to assist in completing the SSRA, but it is not acceptable to simply refer to this document when completing the hazards and controls section. **These sections should not be left blank.** As the document title indicates, it requires the Assessor in conjunction with the candidate, to identify all the hazards and implement adequate control measures. To be effective, all control measures must be implemented, **the aim should always be to reduce the risk to the lowest “practical” level.** For example, if the wearing of high visibility clothing is a required control measure and it is not worn, then the overall risk assessment is ineffective. If more than one site is used for the assessment this **must** be recorded on the SSRA or, if more appropriate, a separate SSRA should be completed for each site. **In order to give an accurate location, the Assessor may choose to use What 3 Words, a postcode or OS reference number.**

In the event of an incident, the principal document the HSE would be interested in seeing is the SSRA. Referring to a General Risk Assessment does not prove that an Assessor has carried out a risk assessment, however, by identifying and recording the actual hazards and recording and implementing practical control measures goes some way in proving that a risk assessment has been carried out. Emergency contact details for each candidate must be recorded on a separate sheet and destroyed following the assessment

The SSRA is a 'working' or 'live' document. It could be that the weather conditions change, which in itself presents different hazards. If there isn't enough space we suggest using the reverse of the sheet and both candidate and Assessor sign as a continuation sheet.

The general RA may refer to overhead power lines, but the SSRA must refer to the actual overhead power line, on the actual site on the actual day.

An example of a [completed SSRA](#) and [blank copies](#) can be downloaded from the website in the secure Assessor area under Documents .

Additional Information

The Health and Safety Executive (HSE) and other organisations provide a wide range of information on specific topics, where possible, links have been inserted into the document to the HSE website (www.hse.gov.uk) where further information can be found, also the

following link will take you to HSE's definitive document on carrying out risk assessments 'Five steps to risk assessment' <http://www.hse.gov.uk/pubns/indg163.pdf>

Other useful links are: Forestry and Arboriculture:
<http://www.hse.gov.uk/pubns/forindex.htm>

General Data Protection Regulation (GDPR)

The City & Guilds Group is committed to data security and the fair and transparent processing of personal data.

The 'City & Guilds / ILM Quality Assurance Standards: Centre Handbook' is now available on the City and Guilds website which contains updated information on City & Guilds requirements for GDPR.

On the website you will also find a 'Candidate Privacy Policy' which will support you and the Centre(s) that you work with in communicating to the candidate the following:

- How and why we collect, store, use and share personal data.
- A candidate's rights in relation to personal data.
- How to contact us.
- How to contact supervisory authorities in relation to personal data.
- Emergency contact details for the purpose of risk assessment should be noted on a separate sheet, once the assessment has been concluded and all persons have left site this must be destroyed.

It is the responsibility of the centre to have a policy and procedure in place around the transfer of data in line with GDPR requirements which needs to be shared with all Assessors.

The Website: www.nptc.org.uk

The website is aimed at Candidates, Centres and Assessors and gives us a great platform to communicate with you all.

This information gives you a brief overview of the website and important information about how you log on and view documents, policies & procedures, Assessment Guidance and your own personal contact details. There are public pages and secure pages where you will need to log on with your email address and a password.

Home page

- Generic news to keep everyone up to date.
- Brief overview of who we are and what we do.
- Replacement certificates and ID cards, assessment procedure.

Qualifications

This is a public page for everyone to search on qualifications. The candidate can choose their area of interest and download the relevant documentation for the qualifications; they can also search for their nearest Centre so that they can make contact to arrange their qualification. The nearest Centre is drawn from our database and only lists the centres that are approved for the chosen qualification.

There is a link to the City & Guilds Land-based pages for the work based and centre based qualifications. This opens up a new tab rather than taking them away from the NPTC site Qualification finder – if the user knows what they are looking for they can put it straight into the qualification finder search box.

Learner's home page

News: General news from City & Guilds Land-based Services and City & Guilds

Let us know of anything that you would like to add to news.

The Learners page has sub-pages:

- **Qualifications explained:** covers types of qualification, what different levels mean and a brief overview of QCF and the subjects that we offer.
- **Assessment:** Covers independent assessment, integrated assessment and evolve.
- **Candidate Support:** Covers Appeals and Complaints, learner charter, contact us.
- **Why choose us:** Generic information on City & Guilds.

Assessors home page (public page)

- Information on becoming an Assessor.
- What an Assessor does.
- Technical Evaluation – process and forms.
- Secure Log in (bottom right of page).

Log in

This then takes you to pages that are only available to our approved certificate of competence Assessors

Secure Log in for Assessors – how does it work the first time?

- Enter in the email address that we hold for you on the Assessor database.
- Click on forgotten password.
- We will e-mail a password to that email address.
- Log in using the password we have sent you.
- Then use the change password option to alter it to something more memorable.

Once logged in you will go to:

Generic secure home page

This is a generic secure page for Centres/Assessors and it will recognise if you have logged in as a Centre or Assessor and allow you access to relevant information. On this page there is general news and also details of events for Assessors and Centres. To access specific Assessor info-click on 'Assessor' on the main menu – this will take you to:

The Assessor secure home page

This will host a latest news section and will be the location for the news that is relevant to Assessors. This could be about qualifications, policies, procedures or updates from the Quality Team.

Please note:

The Assessor Secure Page has sub pages (Top right under the menu bar):

- **News:** Any specific news for Assessors
- **Documents:** Provides links to all the PDF documents an Assessor needs so that they can be referred to or downloaded. This is where the General Risk Assessment and SSRA are held as well as the Assessor Handbook, maximum/expected times and information on our Safeguarding Policy.
- **Details:** This shows all the schemes that you (as the logged-in Assessor) are approved to assess and which units where applicable (e.g. pesticides). It also shows the number of days to your next Verification and your First Aid expiry as a handy reference.
- **You will also be able to change your contact details:** The tab 'Edit Details' allows the Assessor to amend their address and contact details. This will then be uploaded automatically to our system here.
- **Document Library:** On the menu bar is a direct link to all the assessment schedules/handbooks/Assessor guidance and training materials for the qualifications you (the logged-in Assessor) are approved to assess.
- **Change password** - as mentioned above you will be able to change the password we generate for you into something more memorable.
- **Log off** - takes you away from secure area back to the public pages of the website.

Centres home page (public page)

- What do our centres do?
- Becoming a centre.
- Find a centre search box.
- Secure Log In.

The Secure Log in for centres takes centres to pages that are only available to approved certificate of competence centres.

CPD Page

Provides a brief overview of what CPD is and further details of the schemes that we administer.

Secure log in

As an Assessor or a Centre you can go straight to the secure sections by logging in here instead of going via the Centre/Assessor home pages.

Definitions

Accredited Qualifications

Accredited qualifications are written by the Awarding Organisation (AO) They are not part of the QCF framework and do not need OFQUAL approval and are therefore not fundable.

Assessment

The process through which evidence of Candidates performance is evaluated against agreed criteria to provide the evidence for a qualification.

Assessment Centres

A Centre is an organisation that is accountable to City & Guilds for the assessment arrangements leading to a qualification. They go through a rigorous approval process before becoming City & Guilds Centres. A centre could, for example be an educational institution, training provider or employer.

Assessor

The person appointed through the Centre responsible for the support and judgement of candidate/ performance against defined standards. The primary role of Assessors is to assess candidates' performance and/or related knowledge in a range of tasks and to ensure that the competence/knowledge demonstrated meets the requirements of the standards. Assessors must therefore have occupational expertise in the competency areas to be assessed. Assessors will be required to maintain their expertise by undertaking continuous professional development activities.

Awarding Organisation

An organisation such as City & Guilds that offer recognised qualifications. Its main functions are the design and development of qualifications and the operation of assessment and quality assurance systems to support qualifications.

External Quality Assurance (EQA)

This is the Quality Assurance procedure to monitor assessment. External QA includes inspection of procedures, including sampling and observing assessments.

Independent Assessment

The assessment must be a stand-alone process that is separate to the training and cannot be spread out across the length of the training course i.e. the assessment is conducted at the end of the training course or on a separate day and not by the course instructor. This would also prevent a candidate being assessed for chainsaw maintenance and crosscutting while attending their tree felling course. Similarly, the felling assessment must not take place while the candidate is undertaking their tree felling training. These are only examples but the rule applies to all City & Guilds certificate of competence assessments.

Non-Independent Assessment

A City and Guilds Non-Independent assessment can be conducted by an approved Assessor who may have delivered the training. The assessment must be a stand-alone process that is separate to the training and cannot be spread across the length of the training course i.e. the assessment is conducted at the end of the training course or on a separate day.

Integrated Assessment

Practical assessment with oral questioning by a City & Guilds NPTC approved Assessor. The Assessor can be the same individual who carried out the training or could be a different person. The Assessor must be approved and registered with City & Guilds NPTC

Internal Verifier (IV or IQA – Internal Quality Assurer)

The person appointed by the Centre to co-ordinate the assessment process internally. The IQA is responsible for ensuring that the quality assurance processes required by City & Guilds are carried out. This includes mandatory observation of assessment and sampling of an Assessor's paperwork completion.

Principal Verifiers

A group chosen from within the Technical Verifier team who meet and make decisions on quality, policy and qualifications.

Quality Consultant

A person appointed by City & Guilds to support, monitor and quality assure the assessment process at a City & Guilds Centre.

Qualification Guidance

This document must be followed and completed by the Assessor during assessment – it is a combination of the Assessor Guidance and the Assessment Schedule. This may be required for audit purposes and should be kept by the Assessors for 12 months.

National Occupational Standards (NOS)

Standards of occupational competence developed by the Standards Setting Body and approved by the regulatory authorities.

Regulated Qualifications

Regulated qualifications are approved by Ofqual by uploading onto the Regulatory Information Technology System (RITS). They may attract funding if they fit into the Government agenda e.g. Skills for Work.

Technical Evaluation

Technical Evaluation is defined as an assessment of technical skill and underpinning knowledge in a particular skill area to ensure that the quality of City & Guilds qualifications is met. During this process an Assessor must demonstrate skill of the chosen qualification/s in the presence of a Verifier. As the end result of a Technical Evaluation forms part of the process of applying to become an Assessor or Trainer, your skill should be over and above that of a candidate for the Certificate of Competence and you should have a broader and deeper knowledge of your qualification or skill.

Technical Verifier

A Verifier allocated to Assessors of Certificate of Competence and Licence to Practise qualifications to periodically check the Assessors technical and assessment standards and arrange updating and standard setting events.

Integrated Assessor

A City & Guilds trained representative who is qualified in training and assessing.

New Integrated Assessors are usually approved following a successful telephone interview.

Verification

A process of quality assurance that includes local checking of an Assessor's assessment processes, competence and decisions.

Contact Details

The City & Guilds teams supporting all Associates and Centres:

Quality Team

Sallyann Williams - Senior Quality Manager
Abigail MacGregor - Quality Team Manager
Nicola Howes - Quality Co-Ordinator
Jenny Porch - Quality Co-Ordinator

Associate Management

Sharon Veitch – Associate Manager

Email Addresses

QA Support Team

For all queries concerning your Assessor status, training, events, documentation, secure website access, etc:

gasupport@cityandguilds.com

General Information

General email address for all queries concerning candidates, registration and certification, replacement certificates and product queries.

information@cityandguilds.com

Please ensure that you use your allocated Assessor Number in all correspondence to City & Guilds