Centre Handbook

Quality Assurance Standards

Version 1.2
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For external use

Version control

This is version 1.1 of the City & Guilds / ILM Quality Assurance Standards: Centre handbook. It is the centre's responsibility to ensure that all staff involved in the provision of City & Guilds / ILM qualifications and/or assessments familiarise themselves with this version of the document.

This document is subject to revision and maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

This document incorporates information from, and replaces, the **City & Guilds Centre Manual** and the **ILM Customer Handbook**.

Version Number	Purpose/Change	Author	Date
1.1	Inclusion of 'Quality Assurance' **section 2.2** Inclusion of 'Electronic assessment records and e-portfolios' **section 4.5**		26.06.2023
1.2	Update to 'Centres wishing to register a staff member as a learner at their own centre' **section 4.1.5** Update to 'Assessment documentation and records' **section 4.4**		22.02.2024

Contents

Section 1: Introduction

1.1. Quality Assurance Standards

We have revised and aligned our centre quality assurance policies and guidance, across City & Guilds and ILM, to produce a single set of consistent standards for customers delivering our qualifications and assessments.

Our Quality Assurance Standards documents set out a comprehensive model covering our range of assessment methods and related quality assurance activities, to ensure the validity and reliability of assessment outcomes for learners.

1.2. Introduction to the *Centre Handbook*

This document is for all approved centres and provides guidance to support their delivery of our qualifications.

It includes information on

- Centre quality assurance criteria and monitoring activities
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities.

All staff involved in the administration, assessment and quality assurance of our qualifications must familiarise themselves with the contents of this document. It should be used in conjunction with the other documents in the *Quality Assurance Standards* suite, as well as any relevant qualification and assessment documentation.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

This Centre Handbook does not cover end-point assessment (EPA).

1.3. City and Guilds / ILM

The City and Guilds of London Institute is a regulated awarding organisation for the provision of City & Guilds and ILM qualifications.

Approved City & Guilds / ILM centres are subject to the terms and conditions in the Centre Contract, and our Centre and Qualification approval criteria.

1.4. Our websites

Detailed information on our products and services can be found at www.cityandguilds.com and www.i-l-m.com.

The Qualification Delivery page at www.cityandguilds.com/delivering-our-qualifications and the Trainers and Centres page at www.i-l-m.com/trainers-and-centres contains help, guidance and resources to cover all aspects of delivering and administering our qualifications, including how to contact us and who to speak to for all your queries..

The *Centre Document Library* at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library is our online resource of the administrative and quality assurance policies and procedures that support delivery, assessment and quality assurance of our qualifications.

1.5. Our systems

All centres have access to the following online systems, depending on the qualifications they are approved to offer. They support the administration, assessment and quality assurance of our qualifications.

System	Key functionality	Further info
Walled Garden	Secure online system designed to enable approved centres to carry out a range of administrative, assessment and quality assurance functions quickly and efficiently.	www.walledgarden.com www.cityandguilds.com/what-we-offer/centres/working-with-us/walled-garden www.i-l-m.com/trainers-and-centres/walledgarden/walled-garden-resources-centre
Quality Portal **(within the Walled Garden)**	A function of Walled Garden designed to support centre's management of quality assurance activities. With the Quality Portal centres can: • view qualification approval status • view when quality assurance activities are planned	*Quality Portal User Guide* at www.cityandguilds,com www.i-l-m.com/trainers-and-centres/walledgarden/walled-garden-resources-centre

	• display and print quality assurance reports and forms • submit Qualification Approval Applications (QAP) and track their progress • submit activity planning documents and Centre Update forms (CU).	
e-volve	A secure system for administering online examinations and exams. E-volve allows centres to: • manage exam administration schedules • analyse exam history and performance.	www.cityandguilds.com/evolve
Moderation Portal	The Moderation Portal is the secure online system used by centres to upload evidence and marks for centre-marked assessments that are moderated.	www.moderation.cityandguilds.com/MODERATION/ *Moderation Portal Centre Guide* at www.cityandguilds.com

1.6. Covid-19

As the impacts of the Covid-19 pandemic continue to be felt in the delivery and assessment of qualifications, we are working closely with education providers, employers and governments, putting in place measures to support our employees, customers and stakeholders.

Detailed information, guidance and support on the various mitigation strategies we have put in place to support you can be found at www.cityandguilds.com/covid-19 and www.i-l-m.com/assessment-and-resources/covid-19.

1.7. Digital credentials

Digital credentials allow us to recognise and communicate all skills consistently. We do this by using the Open Badge Standard, a universal format that creates data that can be validated quickly and easily.

Our digital credentials, issued through the *Credly* platform, allow centres to recognise and communicate learning achievements and certifications online in a secure and verified way.

City & Guilds and ILM will award a digital credential on successful completion of their programmes, so that they can let the world know what they have achieved in a fast, shareable and credible way.

In addition to the existing online certificates of achievement for individual components and the final overall grade, we will also issue learners with a graded digital credential when they complete their programme with us.

More information can be found at www.cityandguilds.com/digital-credentials and www.i-l-m.com/assessment-and-resources/digital-credentials.

Section 2 Centre quality assurance

2.1. Centre quality assurance criteria

Our centre quality assurance criteria represent the minimum requirements that centres must adhere to be approved to offer City & Guilds / ILM qualifications and to retain this approval.

The table below lists these criteria, along with the required sources of centre evidence to meet them. Centres must provide these at approval and as part of our external quality assurance monitoring.

Centre quality assurance criteria	Sources of evidence
The centre has a single named Centre Quality Contact	A documented named point of accountability for management of quality assurance, with secure contact details (specific to the centre).
The centre can hold and securely transmit details of assessment outcomes	Documented procedures to ensure security when sending and receiving details of learner results to us.
The centre has the staff, resources and systems needed to support: the delivery of assessment where necessary, the recording of any appropriate exemptions	• Documented quality assurance procedures • An organisational chart • Up-to-date CVs, original certificates, and/or assessor qualifications of the assessment/delivery team • Documented procedures for registering learners within 12 weeks (unless there is a specified exception to this rule e.g., a short course programme, SVQs) • Learner tracking documentation • Procedures for recording exemptions, internal appeals, complaints, malpractice, maladministration, reasonable adjustments, special considerations and plagiarism • Induction plans for centre staff involved with delivery, assessment and internal quality assurance • A documented Equal and Diversity policy and procedures, along with evidence of their implementation. • A documented Health & Safety policy and procedures, along with evidence of their implementation • A documented GDPR policy and procedures, along with evidence of their implementation • Centre's documented RPL procedure.

The centre has administrative systems in place to track the learner's progress	• Records of learner tracking systems • Assessment records • Individual Learning Plans (ILP) – where appropriate.

2.2. Quality Assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on CASS and City and Guilds Quality Assurance processes visit: the Quality Assurance page on City & Guilds website and review the Quality Assurance Standards documents, in the 'Quality Assurance' drop down on City & Guilds Centre Documents web page.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

To carry out the quality assurance role, Internal Quality Assurers must

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing qualification
- be familiar with the occupation and technical content covered within the qualification.

External quality assurance for the qualification will be provided by City & Guilds External Quality Assurance (EQA) process. External Quality Assurers (EQAs) are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of EQAs is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments and marking/grading within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

2.3. Use of City & Guilds/ILM logo

Once approved, centres can use the appropriate City & Guilds Approved Centre / ILM Approved Centre logo or words, subject to their compliance with, and the terms and conditions of, the licence for use set out in the **General Terms and Conditions of the Centre Contract**.

Centres should contact logo@cityandguilds.com for any queries, or to request usage of our logos.

2.4. Updating centre information

Centres must inform us of any changes to the details on their initial approval application, that may impact the ability to meet requirements for delivery and/or assessment of our qualifications. They must do so using the *Centre Update (CU) form*. Changes include:

- centre name and address
- centre contact, and their contact details
- staffing resources, including directors and senior management
- physical resources
- details of any satellite sites, additional assessment sites and subcontracted providers.

We may undertake quality assurance monitoring activities according to the change, to confirm that centres continue to meet our centre quality assurance criteria.

Where there is a change in ownership or management control at a centre, we reserve the right to terminate centre approval and request that the centre submits a new *Centre Approval (CAP)* form, which will be treated as a new application and will be subject to the same quality assurance scrutiny.

All CU forms from must be completed and submitted on the Walled Garden via the Quality Portal.

2.5. Ongoing external quality assurance

We undertake a range of external quality assurance activities to ensure centres continue to meet our approval criteria and the terms and conditions of their centre contract. These will be at qualification and centre-level (although the outcomes of qualification-level activities will contribute to our overall risk-assessment of centres). The types and timetable of activities will depend on the qualifications being delivered by a centre.

Additional information on qualification-level activities can be found in the *Quality Assurance Standards: Centre assessment* document.

These activities are part of routine ongoing monitoring but may also be in response to issues of non-compliance.

Where centres are found to be non-compliant, they will be subject to the implementation of sanctions, including the potential removal of centre/qualification approval. Where sanctions are in place, centres will be issued improvement actions and timescales for completion to address the non-compliance issue.

External quality assurance judgements will be based upon the risks identified within the centre, measured against the centre approval criteria.

Whilst most quality assurance activities are scheduled in advance with the centre, we may also undertake unannounced visits (e.g., exam audits) and short notice activities as required.

2.6. Centre-level quality assurance activities

Centre-level quality assurance activities can be remote or face-to-face and are tailored to each centre's set-up and requirements. The scope and purpose of each activity is dependent on the reason for them being undertaken, but can include:

- **Systems visits** to check that centre systems and resources continue to meet our approval criteria
- **Exam audits** to check that centres are securely administering examinations and tests in line with published requirements
- **Qualification advisory visits** to help centres with specific issues related to the assessment of our qualifications
- **EQA sampling activities** to sample the work of learners and associated assessments and the verification processes
- **Observation of centre activities** such as assessment and verification activities.

Our Quality Delivery team arrange these activities with centres and detail the scope and remit of them.

Activities are undertaken on our behalf by trained and qualified associates. Centres are provided with feedback reports detailing the outcomes of these activities including identifying good practice, along with any required actions.

2.7. Centre quality assurance roles and responsibilities

There are several key centre roles involved in the quality assurance process. The table below lists the roles and their key responsibilities in relation to working with us:

Role	Key responsibilities
Head of Centre	The Head of Centre is the person responsible for the overall management of the centre, including the maintenance of standards and ability to meet our quality assurance requirements.
Centre Quality Contact	The Centre Quality Contact is the person responsible for ensuring that the management, administrative and quality assurance systems for our qualifications are properly maintained throughout the centre. They must have an appropriate background in assessment management, administration and quality assurance.
Internal Quality Assurer (IQA)	IQAs monitor the work of all assessors involved with a particular qualification to ensure they are applying the standards consistently throughout assessment activities. They ensure the consistency of the assessment decisions/judgements that have been made and ensure that these are valid. The scope of responsibility will vary according to the type of assessment system in which they are involved (refer to relevant qualification documentation).
Lead IQA	Lead IQAs are responsible for leading the team of IQA's, creating the teams IQA strategy, leading on standardisation meetings and managing centre follow-up actions to issues identified through external quality assurance. It is suggested good practice for the Lead IQA role to be regularly rotated between IQA team members.
Assessor	Assessors are responsible for delivering qualification assessments and making valid, consistent assessment judgements. They ensure that our assessments are administered in line with our published requirements and assessment documentation.
Tutor	Tutors are responsible for the delivery of knowledge and the tutorial support of learners; they will familiarise themselves with the contents of the relevant Qualifications.

| Invigilator | Invigilators are responsible for the secure conduct of all examinations, whether paper-based or online. Our examinations must be administered according to published requirements which also detail the specific roles and responsibilities of the invigilator. All invigilators must familiarise themselves with the contents of this document. |

In some instances (for example at smaller centres) one person may take on several elements of these roles. Where this is the case, centres must ensure that it is still practicable and manageable for quality assurance standards to be maintained. Centres seeking further guidance on quality roles and responsibilities, should contact the Quality Delivery team.

2.8. Internal Quality Assurance

Internal Quality Assurance (IQA) by centres is a key component of our quality assurance model. Robust internal quality assurance procedures and activities help ensure that centre-assessment decisions are valid, reliable, and aligned to the relevant qualification/assessment standards.

IQA focuses on your responsibilities as a centre to ensure:

- a strategy and programme of activities to ensure the validity and reliability of centre assessment judgements
- an appropriate assessment programme to meet our qualification or unit specifications and rules of combination
- effective delivery that meets learner's expectations of agreed learner journey
- accuracy and consistency of assessment decisions between assessors
- assessors' consistent interpretation of qualification(s) or national occupational standards
- maintenance of a documented audit trail to enable verification, certification and distribution to learners
- monitoring, review and evaluation of internal processes for continuous improvement.
- a strategy and programme of activities to ensure exam delivery is in line with relevant exam regulations
- maintenance of examination records to enable a documented audit trail of exam arrangements in line with the relevant exam delivery and data requirements

2.9. IQA Strategy

The IQA strategy will be a planned, risk managed approach incorporating feedback and evaluation via a clear auditable monitoring system.

The key points in the IQA strategy must be:

- a named person with the overall responsibility and accountability for your centre's internal quality assurance
- a stated commitment to recruit and select occupationally qualified team members and the provision for feedback, on-going support and development
- detail of the occupational competence, experience and qualification requirements for assessors, IQAs and invigilators
- an outline of the communication process for providing key centre policies and information to centre staff, e.g., equal opportunity policies, health & safety, special assessment arrangements, and regulatory requirements.
- the management, development and CPD of assessors
- an assessment sampling strategy for the qualifications being offered
- plans and timetable of standardisation activities for each qualification being offered
- a process for monitoring, reviewing and evaluating the delivery and assessment, including examinations, from both learners and employer perspectives (where relevant).
- documentation and records showing a clear audit trail of centre assessment and IQA.
- a process for preventing maladministration / malpractice through policies, procedures and staff/personnel training.
- a process to maintain up-to-date learner records from registration onwards and retain them for a minimum of three years following certification.
- A process for monitoring delivery and assessment across alternative locations and/or subcontractors, where these are used.

The IQA Strategy must be made available to us and to our associates upon request.

2.10. IQA Role and responsibilities

The Internal Quality Assurer (IQA) is the one of the key drivers of quality assurance in qualifications, both within national frameworks and within each approved centre. The role is key in ensuring the validity and reliability of assessment in qualifications.

There are four main aspects to the Internal Quality Assurer (IQA) role:

- Plan, operate and evaluate internal assessment and quality assurance systems
- Support and develop tutors and/or assessors
- Monitor and improve the quality of assessor and assessment practice
- Apply policies, procedures and legislation to meet external/regulatory requirements.

A sampling strategy and plan must be developed for all qualifications, to be implemented by all those undertaking the internal quality assurance role.

Sampling strategies must contain documented evidence of:

- Internal quality assurance procedures
- Sample planning that meets specific qualification requirements

- An effective communication strategy
- Interim and summative sampling
- Standardisation activities.

2.11. Additional qualification approval

Centres can apply for approval to deliver additional City & Guilds / ILM qualifications at any point, although registration may be required at a specific point in the academic year for some qualifications (e.g., Technical Qualifications). Additional qualification approval is subject to meeting qualification approval criteria and ongoing compliance with all centre approval criteria.

Where centres wish to apply to deliver additional qualifications, a QAP form should be completed via the Walled Garden and submitted, with all supporting documents attached. This will then be processed and managed by the Quality Delivery team.

Where a satellite site wishes to add additional qualifications, these will need to be added via the submission of a QAP form through Walled garden in the same way as the main centre. We will not automatically add additional qualifications to satellites.

2.12. Alternative locations and subcontractors

Centres may use alternative locations and/or subcontractors for the delivery and assessment of our qualifications. This will depend on the type of centre and qualification(s) being offered. In all instances where alternative locations and/or subcontractors are used, our quality assurance standards must continue to be maintained. A Centre Update form (CU) is to be submitted to advise of each and every new assessment site.

The centre that registers and certificates learners is responsible for them. This includes the management of all quality assurance, compliance and potential malpractice issues associated with these learners.

2.13. Cross-Border approval

In all circumstances where a centre seeks to operate across national borders, in order to deliver any aspect of any of our qualifications, they must seek prior approval from City & Guilds / ILM Quality Delivery team.

Please note, this does not apply to the United Kingdom e.g., if a centre in England intends to operate a centre in Scotland.

We will treat each request on a case-by-case basis, based upon the details of the request and the capacity of the centre(s) in question.

2.14. Access to centre information

Centres must provide us and any relevant regulator with access to premises, people and records relating to learner assessment, achievement, and internal quality assurance. Failure to do this will result in a higher qualification approval risk status being applied and/or potential removal of qualification and/or centre approval.

2.15. Non-compliance

Whilst we recognise that centres share our commitment to consistent quality assurance, sometimes they will be non-compliant with our centre approval criteria. This can be identified through external quality assurance activities at qualification or centre level.

If external monitoring and evaluation show that a centre is not meeting the quality assurance requirements set out in this document, we will:

- Implement the appropriate sanctions.
- Indicate the actions the centre must take to resolve the issue(s)
- set a realistic deadline for the centre to complete these actions.

We will communicate any non-compliance issues to centres and work with them to support a resolution.

Failure to implement any corrective actions will result in additional sanctions being applied, will affect the qualification/centre approval status, and could even result in the termination of the centre contract.

2.16. Inaccurate/misleading information

If we find that a centre has provided any inaccurate/misleading information during the centre or qualification approval process, or at any time in the delivery of assessments, this

- will affect the qualification/centre approval status
- may lead to an investigation into potential malpractice
- could result in the termination of the centre contract.

2.17. Malpractice

'Malpractice', means any act, default or practice which is a breach of the Regulations or which:

- gives rise to prejudice to learners; and/or

- compromises public confidence in qualifications; and/or
- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; and/or
- damages the authority, reputation or credibility of any awarding organisation or centre or any officer, employee or agent of any awarding organisation or centre.

Malpractice includes maladministration and instances of non-compliance with the regulations.

Maladministration is defined as any activity, practice or omission which results in centre or learner non-compliance with administrative regulations and requirements. For example, persistent mistakes or poor administration within a centre resulting in the failure to keep appropriate learner assessment records.

Where potential malpractice or maladministration is identified, we will investigate and where necessary, take the appropriate action to maintain the validity and reliability of assessment results. The outcomes of these investigations will affect centre qualification/centre approval status and could even result in the termination of centre contracts.

With any malpractice investigations, the Head of Centre must respond speedily and openly to all requests for information and ensure their staff cooperate fully with the investigation, whether the centre is directly involved in the case or not.

For further information on malpractice and how to report it, please refer to our document *Managing cases of suspected malpractice in assessment and examinations,* available on the website.

2.18. Removal of Centre Approval

We may remove centre and/or qualification approval with written notice to the centre at any time. Reasons for this include, but are not limited to:

- if the centre has not complied with the General Terms, the approval criteria, or with any of our policies, regulations, requirements or procedures.
- if there is confirmed centre malpractice
- if there are major deficiencies in the assessment process and we reasonably believe that the centre can no longer assure the appropriate quality of assessment provision
- where we are notified of any equivalent sanctions placed on a centre by another Awarding Organisation.

If centre and/or qualification approval has been removed, centres must provide affected learners with the information or support considered to be reasonable, within a specified timeframe. In these instances, the Quality Delivery Team will advise centres of the process.

We may, however, decide not to withdraw approval immediately but to instead discuss the problem with the centre and develop appropriate actions and an agreed timescale to put the

issues right. We will work with the centre to look at which criteria they are failing to meet and set specific actions to help them address these, incorporating an agreed review programme. Activities related to this ongoing development and review may be chargeable.

We may decide to suspend all or any centre activities (including the ability to register and certificate learners) for either a specified period or indefinitely. This may be while a situation is remedied, or to protect learners and/or ourselves.

Centres have the right to appeal against removal or suspension of centre / qualification approval. See our *Enquiries and Appeals* document on the website for more information.

Section 3 Centre Support

3.1. Centre support teams

The following teams provide key support functions to centres in the delivery of our qualifications and assessments.

Team	Key centre support responsibilities
Quality Delivery Team	• managing centre and qualification approvals • managing qualification and overall centre risk • protecting the integrity of our qualifications • supporting centres with continuous improvement • supporting centres with queries relating to quality assurance within the centre • planning and reviewing quality assurance monitoring and support activities • first point of contact for quality assurance queries.
Customer Support Team	• general enquiries • EPA queries • Walled Garden support • registrations • exam entries • Evolve (online) exams including technical issues • missing or late exam materials • order, invoice and credit note queries • results entries • certification • SmartScreen • publication enquiries: logbooks, centre documents, forms.
Technical Advisors	Technical advisors are available to support centres and providers with sector qualifications and related products. They have industry and educational experience with an understanding of City & Guilds/ILM products and services, which enables them to support with planning, delivery, assessment, and quality assurance. Support can be provided in several ways from one-to-one sessions to group sessions.

	Please visit cityandguilds.com/what-we-offer/centres/technical-advisors for more details.
Sales/Business Managers	Sales are the first point of contact for our customers and provide dedicated account management. They will support you right from the start of becoming a centre through to helping you grow your provision across City & Guilds / ILM. Sales can help to explore new growth opportunities, supporting with any new or existing employers, customers, or learners. Sales can help you with delivery through our digital products and support resources and most importantly they are your trusted advisor to support you through the tough times but also to celebrate with you through the good.
Industry Managers	Industry Managers are the authorities of their industry and manage the portfolio of qualification, products and services. They work with industry and employers to ensure our qualifications meet the skills requirements for each sector. They support City & Guilds / ILM in the knowledge and awareness of each sectors skills strategies and use this to develop a pipeline of developments and maintenance for the portfolio of qualifications. Ensuring we meet all our regulatory requirements and connecting to education reforms.

3.2. Centre support resources

Along with our dedicated customer-focused teams, we also offer our approved centres a range of support resources to support qualification and assessment delivery. These include:

- regional network events
- live and recorded webinars
- guidance and best practice documents
- teaching and learning guides
- SmartScreen
- Learning Assistant
- CPD events.

Visit our City & Guilds or ILM website to find out more.

3.3. Centre-chosen assessment methods (ILM qualifications only)

Centres are free to design their own assessment methods for ILM qualifications where a set method is provided. However, before doing so, they must first gain approval from their Quality Delivery Team. The ILM 'Change to ILM assessment method (assessment task)' form needs to be completed and can be found in the ILM Guide to Assessing VRQs document on the website.

Typical reasons for a centre to design their own method are to contextualise it to an organisation and/or tailor it to particular learners. When doing this, many centres start with ILM's assessment task and adapt it to their needs, which is perfectly acceptable.

Section 4 Administration

This section provides detail on the administrative requirements for delivering our qualifications, from registering learners through to certification.

4.1. Registration

All learners undertaking City & Guilds / ILM qualifications, must be registered to do so via Walled Garden, our secure online administration system, or another City & Guilds system, for example, Learning Assistant.

4.1.1. Data protection and identification of learners

Your procedures must:

- Comply with the data protection provisions in the contract between ourselves and your centre, and legal requirements on data protection.
- Ensure that you can formally identify a learner to ensure that the person named on the certificate is the person who completed the work. For quality assurance purposes you should ensure that you keep a record of the evidence used to formally identify a learner. Where learners have previously been registered, you should use their original ENR number on subsequent qualifications or programmes to ensure that the system recognises prior achievement.
- Ensure learner's names are spelt correctly and entered onto Walled Garden in the correct format, as this is what will appear on their certificates when issued.

4.1.2. Accurate learner details

Prior to claiming results, you can amend some aspects of learner details in Walled Garden, for example their surname. You must have procedures in place to record the evidence the learner submits to you in relation to the change of details prior to the amendment being made.

For name changes, you will be required to submit an original or certified copy of a document that shows the learner's new name e.g., driving licence, passport, marriage certificate, decree absolute or Deed Poll.

For accidental misspellings the above, or a birth certificate would be suitable evidence.

4.1.3. When to register a learner

For qualifications or recognised programmes lasting more than 3 months, you must register learners no later than 12 weeks after the start of the programme. For shorter programmes, your learners need to be registered within a week of the start date.

For centres working with Scottish Vocational Qualifications (SVQs), the 10-week rule for registrations must be applied. This requires all learners to be registered and on programme for a period of 10 weeks prior to any results being claimed.

Learners must be registered prior to assessment, where registration is a requirement for the qualification.

4.1.4. Mandatory registration requirements

When registering learners, the following fields are a mandatory regulatory requirement.

- First and last name
- Gender
- Date of birth

We require a date of birth:

- to identify the learner's record if you or they contact us, now or in the future
- to confirm that they are above 13 years of age.

Learners must be above 13 years of age when they are registered with us. This is so that we can legally hold data about them without the consent of an authorised adult. However, for certain qualifications, learners must be above 16 years of age to be registered to take them.

An email address is required for us to be able to issue digital credentials and to gain access to Studying Membership for ILM qualifications.

All learners must be registered prior to any assessment taking place.

4.1.5. Centres wishing to register a staff member as a learner at their own centre

Centre staff wishing to undertake a qualification within their own centre must first apply to do this before being registered or engaging with any assessment or learning. The quality team will review this application and check for any potential malpractice risks or conflicts of interest, then either approve the staff member to sit the qualification within the centre or advise if this will not be possible.

Depending on the member of staff's role within the centre, City & Guilds may set additional delivery requirements. For example, by:

- requiring all e-volve tests to be completed using remote invigilation,
- including members of staff in the EQA sample,
- restrictions on who can invigilate any exams in the qualification,
- restrictions on who can assess their work.

These additional requirements are likely, for example, for Exams Officers or members of staff who are planning to go on to teach or assess that qualification they are registered on.

Centre staff cannot register on any qualification that they are currently a tutor, assessor or IQA for.

4.1.6.   Registering learners on the correct qualification/programme

Centres must check they have registered learners onto the right qualification/programme, using the correct unique 6-digit qualification code. There are a variety of different payment routes and assessment options relating to these codes, so it is important to use the correct one.

4.1.7.   Registration period

Different qualifications have different periods of registration. These can be found in the catalogue on the Walled Garden. All learners must complete within their registration period and should they fail to do so they will need to be re-registered, paying the fee in place at the point of re-registration before certification can take place.

4.1.8.   Registration fee payment

After registration we send you the invoice for any registration fees. Full payment must be made within 30 days. Should you decide to select the payment by card option whilst registering learners on Walled Garden, you will still be issued with an invoice for your records. We currently only accept card payment in pounds sterling.

4.1.9.   Extending Registrations

We will only consider extending a learner registration in exceptional circumstances such as long-term illness, redundancy, caring for a family member etc.

We will not normally consider extending for the following:

- An expired qualification (registration or certification). The learner must be registered onto the replacement qualification and their work mapped/entered for assessment, dependant on the qualification, to the new specification by the centre.
- A centre/provider error. The centre must register the learner again and pay for a new registration that gives them another 3 years to complete.
- We cannot accept any applications for an extension prior to one month before the original registration expires.

If you do require a registration extension, please contact the Customer Service team, giving details of the qualification, the learner, and the reason for the request.

4.2. Assessments and examinations

Centres are responsible for the secure and safe administration of all assessments and examinations, in line with published guidance and the relevant qualification and/or assessment materials.

This includes

- Secure storage of physical and electronic assessment materials
- Assessment administration and examination invigilation according to relevant guidance

These will be monitored as part of our ongoing external quality assurance activities, and non-compliance will result in appropriate sanctions being put in place.

4.3. Remote invigilation

For certain qualifications, we offer a remote invigilation service which allows tests on our e-volve platform to be taken from home or the workplace, giving more flexibility to candidates and removing the need to travel to a test centre. We provide experienced City & Guilds invigilators, ensuring the tests remain secure and result in reliable assessment decisions.

This is subject to prior approval by City & Guilds and is subject to certain safety, technical and quality requirements being met.

More information can be found on the **Remote Invigilation** page of our website. This includes Remote invigilation centre and candidate guidance and a list of eligible qualifications.

Remotely invigilated tests are subject to external quality assurance.

4.4. Assessment documentation and records

Centres must have systems in place to securely document and retain a range of accurate, up-to-date learner information, and can provide it when required by us.

They must set up and maintain reliable, auditable quality assurance systems for documenting and recording assessment decisions. All records must be retained for a minimum of three years.

More information on the documentation and records requirements for centre-assessment can be found in the *QAS: Centre assessment* document.

4.5. Electronic assessment records and e-portfolios

Electronic assessment records and e-portfolios are increasingly being used to support the assessment and associated quality assurance record keeping, as well as the collation of learner evidence.

The following table details the requirements for centres using e-portfolios and electronic record keeping. It should be noted that centres must adhere to the same quality assurance requirements for electronic assessment records and e-portfolios as with paper-based ones.

Centres are responsible for allocating EQAs to the learner portfolio/evidence/records.

Centres staff are required to support EQAs to navigate the evidence within the e-portfolios.

Requirement	Explanation
Assessment tracking systems and audit trails	There must be a clear assessment tracking system that enables an audit trail of the assessment and internal quality assurance process. It will be made clear who is allowed access for the purpose of tracking learner progress, e.g. named Assessors, Internal Quality Assurer(s) and EQA(s).
Monitoring learners' progress	The system must provide for instant achievement summaries, as well as audit trails of learner, Assessor, Internal Quality Assurer and EQA activity on the system. There will be facilities to enable the Assessor, Internal Quality Assurer and EQA to input comments on the learner's progress and achievements to date.
Retention of assessment records and learner evidence	As with traditional paper-based records, these must be kept in accordance with regulatory requirements. For example, learner assessment records must be kept for a minimum of three years. Records must also be kept in accordance with all applicable Data Protection Legislation.
System failure	Where e-portfolio systems are used by centres, the centre must have suitable arrangements for the archiving and backup of their records in place, in case of system failure.
Ownership	The content of the e-portfolio remains the property of the learner, but it is the responsibility of the centre to ensure that the e-portfolio and associated assessment records are available for viewing by the EQA until their visit has taken place following certification.
Security systems	Centres must have a security system to prevent the changing of records and evidence by unauthorised people. There must be measures in place to ensure that evidence and assessment decisions are authentic. Only authorised personnel will have access to assessment records and learner evidence, with access available only through the use of unique user passwords.

4.6.   Certification

We will only process results for learners who have been registered with us. For qualifications that centres can claim certification for, this must be done via Walled Garden.

When a result is entered this will appear on the learner's history regardless as to whether it is a pass or fail.

For some qualifications if results are entered onto the Walled Garden before the learner has completed all the assessments in the programme, a Certificate of Unit Credit (CUC) will be issued for the units claimed to date. Every time units are claimed, a separate CUC will be issued until the learner has achieved all the units needed then a final certificate will be issued.

Certificates not collected by learners should be retained by centres for a minimum of 12 months and destroyed after that time. Where certificates are to be destroyed, the Quality Delivery team must be informed.

4.6.1.   Certification claims

Centres must have a system in place that ensures that all certification claims are valid and signed off by an appropriate person. Certificates can only be claimed on completion by the learner of a unit/qualification (as appropriate). All claims for certification must be authenticated by an appropriate occupationally qualified Internal Quality Assurer if this is specified in the qualification and/or assessment documentation. We do not accept certification claims without this.

Where the centre does not have Direct Claim Status for the qualification, following a sampling activity the EQA may agree in their report that specific learners can be certificated. In this instance, centres must submit results using the Exception Orders process via Walled Garden. A guide on how to do this can be found in the Centre Document Library under Results and Exceptions or by following this link here. The request will be reviewed by the Quality Team which will approve the release of certificates subject to positive quality assurance checks. Further information on this process is outlined in the guide in the above link.

If a centre does not have someone appropriately qualified, they must contact their Quality Team who will provide further advice.

Valid certificates are the property of the candidate and must not be withheld by centres.

4.6.2.   Invalid certificates

If centres claim any certificates in error, they must notify their Quality Delivery team immediately and comply with any actions that are specified to rectify the issue.

In instances where certificates are found to be invalid, we will inform the relevant regulatory authority and any other appropriate authorities and agree the appropriate actions with them. Certificates are deemed invalid in the following circumstances:

- the evidence assessed is not the candidate's own work
- the candidate is still working towards the qualification after the certificate has been claimed
- the certificates have been claimed based on falsified or incorrect records.

Instances of invalid certification may also constitute malpractice and will be subject to further investigation.

4.7. Fees

Fees for centres are detailed in the Centre Charges List which is available on the 'Application for Centres' section of the website. This list will be subject to revision where fees change and updated electronically. Centres must ensure that they are accessing the latest version.

The preferred method of payment is by Direct Debit. Cheques, BACS, credit and debit card payments and Sterling bank drafts are also accepted.

4.8. Centre Closure

If an organisation no longer wishes to operate as a City & Guilds / ILM centre, and/or can no longer meet our centre approval criteria, they should contact the Quality Delivery team who will guide them through the process and help ensure that any impacted learners are not disadvantaged, where possible.

It is the obligation of the centre to provide the following information to the Quality Delivery team:

- Details of the arrangements in place for learner portfolio, learner records, internal verification records and assessments to be passed on or stored securely by the governing centre. The date the centre proposes to close or withdraw from delivering our qualifications.
- Details of the arrangements that will be in place for registered learners that have not yet completed including any transitional arrangements that will be in place with the governing centre.
- Details of the arrangements in place for learner portfolio, learner records, internal quality assurance records and assessments to be passed on or stored securely by the governing centre.

4.9. Conflicts of interest

It is not possible to provide a definitive list of examples of conflicts of interests for centre staff, but the following are examples of situations that could lead to actual or perceived conflicts of interest:

- Tutors, assessors and internal quality assurers working with a business outside of the approved centre that is in direct competition with them.

- Tutors, assessors and internal quality assurers participating in the appointment, promotion, supervision or evaluation of a person with whom the person, has close or familial ties.
- Tutors, assessors and internal quality assurers having a close or familial relationship with a learner registered with us, or learners' family whilst being involved in decisions about the outcome of their qualification.
- Tutors, assessors and internal quality assurers using our non-public information or our learner data for personal gain or advantage.
- Tutors, assessors and internal quality assurers involved in our Centre approval processes, who own business consultancies offering our qualifications or programmes.
- Tutors, assessors and internal quality assurers involved in malpractice investigations with an interest / involvement in the affected qualification area

The existence of such interests as those outlined above, does not necessarily imply conflict, but is likely to give an appearance of conflict. Centres will have their own conflict of interest policies and as such we would expect any potential conflicts to be identified and declared.

4.9.1. Conflict of interest process

It is the duty of all tutors, assessors and IQAs to disclose any actual or potential conflict of interest, and the process for doing this is documented below:

- All tutors, assessors and internal verifiers must be issued with a conflict-of-interest form to complete on commencement with the organisation and it is a requirement of their contract that this be completed and updated on an annual basis.
- The information held on the conflict-of-interest form is then transferred to a register of interests' document which is maintained by a designated person at your approved centre.
- If the individual concerned has any changes to their declared circumstances, they must inform their line manager immediately in writing, so that the conflict of interest can be evaluated, and the register updated.
- The form is to be completed even when the individual has no conflict of interest to declare.

Information submitted is then evaluated to identify if any further action is required and a written record of the outcome of the evaluation is kept.

4.9.2. Conflict of interest actions

Most situations require no further action than the completion of the conflict-of-interest form. In some instances, however, the information declared on the form will require some follow up action, for the conflict of interest to be managed appropriately.

The approach agreed between the line manager and the tutor and assessor and internal quality assurer, should be documented and notified to us and held with the conflict-of-interest forms.

Examples of actions that could be taken:

- individual not taking part in discussions or decisions of certain matters
- referring certain matters for decision to others with no vested interest
- agreeing not to be involved in a particular project or with a particular centre
- declaring an interest when it is appropriate to do so
- referring the matter to City & Guilds/ILM for advice and guidance.

Appendix 1: Useful Contacts

Please note - calls to 0844 numbers cost 5 pence per minute plus your telephone company's access charge.

UK and Republic of Ireland Centres	General support	T: +44 (0)1924 930800
Registrations, Exam entries, Invoices, Missing or late exam materials, Results entries, Certification. Publication enquiries: logbooks, centre documents, forms, free literature		E: centresupport@cityandguilds.com
	e-assessment support	T: +44 (0)1924 930800
		E: evolvesupport@cityandguilds.com
New centres	Sales support	T: +44 (0)844 846 0969
Sales advice and support and quality assurance		E: directsales@cityandguilds.com
	Quality support	T: +44 (0)300 303 53 53
		E: qualityteam1@cityandguilds.com
International centres		Please contact your local office:
Quality assurance, sales advice, results, entries, enrolments, invoices, missing or late exam materials		www.cityandguilds.com/about-us/international
UK learners		T: +44 (0)1924 930801
General qualification information		E: learnersupport@cityandguilds.com
Employer		
Employer solutions including, Employer Recognition: Endorsement, Accreditation and Quality Mark, Consultancy, Mapping and Specialist Training Delivery		T: +44 (0)207 294 8128
		E: business@cityandguilds.com
International learners		Please contact your local office:
General qualification information		www.cityandguilds.com/about-us/international

in relation to allegations of centre, staff and learner suspected malpractice.	Please contact:
Investigation & Compliance Team	investigationandcompliance@cityandguilds.com

Appendix 2: Related Policy & Guidance Documents

All of the following documents can be found on the website at www.cityandguilds.com and i-l-m.com

Centre Assessment	This document sets out the minimum common quality assurance requirements for our centre-marked assessments. It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place where centres do not comply with our requirements, or actions that will be taken to align centre marking to agreed standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.
Access arrangements: When and how applications need to be made to City & Guilds	This document describes how to apply for access arrangements for our qualifications and assessments.
Managing cases of suspected malpractice in examinations and assessments	This document sets out the procedures to be followed in identifying and reporting malpractice by centre staff and/or learners and the actions which we may subsequently take.
Policy for individuals who wish to report suspected malpractice	This policy sets out the course of action we will take in responding to and investigating an allegation of suspected malpractice relating to the assessment of qualifications at our approved centres and/or the quality assurance of the assessment process conducted by our approved centres.
Enquiries and Appeals for Qualifications	This document explains the process that centres (and in some cases candidates) need to go through where either wish to question a decision made relating to any of the above. The document also includes the fees associated with each stage of the process, a glossary of terms and points of contact at City & Guilds for Enquiries and Appeals.
Customer Service Statement	This sets out the service standards that we are committed to achieving to improve our customers' experience.

Feedback & Complaints Policy	This policy describes the process for providing feedback or making a complaint. It applies to all of our centres and all learners working towards our qualifications.
Centre Charges List	This document provides information on the charges and fees for various products and services involved in the delivery of our qualifications.
Recognition of Prior Learning Assessment Policy and Guidance Document	This document provides support, clarification and guidance on recognition of a learners' previous achievements and/or qualifications.
Technical Qualifications – Guide to Marking and Moderation	This document details the process for marking and moderation of synoptic and optional units for our Technical Qualifications.
Technical Qualifications – Employer Involvement Centre Guide	This document provides useful guidance on the employer involvement requirements for our Technical Qualifications and details how it will be quality assured.
Technical Qualifications – Guide to Teaching, Learning and Assessment	This document explains the change from QCF to Technical Qualifications and supports the teaching and learning of the new qualifications.
Manual for the End-Point Assessment Service	This document details the processes for the EPA Service, including: • application, booking and registration • assessment • results and post-results (including re-sits) • fees; and • quality assurance.

Appendix 3: Glossary of our forms

This glossary explains the range of forms used for additional qualification approval and ongoing quality assurance activities.

Additional qualification approval:		
Form	**Description**	**Where?**
Qualification Approval form (QAP)	This is the form that centres must complete if they wish to add a qualification to those that they already offer. This form details the criteria for approval and requires centres to provide evidence of how they meet these criteria.	Walled Garden - Quality Portal www.cityandguilds.com (Application for centres)
Qualification Approval report (QAPv)	This is the report that is completed by the EQA following their qualification approval visit. It details how the sources of evidence for how the centre meets the qualification approval criteria, examples of best practice and any areas for improvement.	Walled Garden - Quality Portal

Post-approval:		
Form	**Description**	**Where?**
Centre Activity Report (CAR)	This is the report form that is used by EQAs to record the outcomes of external quality assurance activities. There are six different types of CAR form, dependent on the type of quality assurance activity. Please see below for a description of each:	Walled Garden - Quality Portal
CAR 1	This is used for exam audits.	
CAR 2	This is used for senior/professional recognition award monitoring activity.	
CAR 3	This is used for external quality assurance sampling/moderation activity external quality assurance sampling/moderation activity-remote.	
CAR 4	This is used for systems visit/systems advisory activity.	
CAR 5	This is used for standardisation of assessment practice qualification or generic advisory activity.	
CAR 6	This is used for employer systems consultant monitoring activity or unannounced activity.	
CA1	This form is sent as confirmation that a quality assurance activity will be carried out by an EQA. The form sets out the date of the activity and the qualifications to be sampled.	n/a (shared with EQAs and centres at the same time)
CA2	This form helps centres provide the information requested in section 4 of Form CA1. It is not a mandatory form however if this form is not used the alternative must contain the same information as the CA2 form.	Walled Garden - Quality Portal

Post-approval:		
PA1	The plan of activity produced by the EQA which outlines an agenda for the visit including the qualifications and learners due to be sampled, as well as the centre staff due to be met.	Walled Garden - Quality Portal
Centre Update form (CU)	This form must be completed and submitted to the Quality Delivery Team when there are any changes to centre details, in line with the centre approval criteria.	Walled Garden - Quality Portal

Centre Document Library

The City & Guilds / ILM Centre document library can be found at

www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

Contact us

T: 01924 930800

E: centresupport@cityandguilds.com

Lines open: Monday to Friday 08.00 to 18.00 GMT

About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.
We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

Giltspur House
5–6 Giltspur Street
London EC1A 9DE
www.cityandguilds.com