

Introductory guide

Delivering International Qualifications



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Delivering International Qualifications – Introductory guide

Welcome to our introductory guide to delivering City & Guilds international qualifications (GVQs and IVQs). We are pleased to have this opportunity to give you information not just on how to become an approved centre, but also on the renowned support service we provide. Whether you are a school or college, training centre or employer; new to these types of qualifications or delivering other national or international awards, we believe we can tailor our service to meet your particular needs. So, let's tell you a little about who we are and what we do.

City & Guilds

We are the UK's best known awarding body in the field of vocational education and training. For over 120 years we have been developing and administering assessments and examinations leading to qualifications which have not only gained international recognition and respect but are now delivered by centres in over 100 countries world-wide. We award over one million certificates globally each year.

We have earned a high reputation for the quality of our provision and our ability to respond to the needs of the ever-changing workplace. We continue to work with governments to develop and expand our range of international qualifications that support their national award frameworks, while enhancing our customer focused service.

The service we provide

Our range of qualifications (known as programmes) in vocational and general subjects is designed to recognise practical experience and underpinning knowledge needed in the workplace. They are flexible qualifications that may be delivered in very different environments. Our approved assessment centres therefore range from companies with many employees working for a variety of awards, through to schools with a small number of pupils spending only part of their time working for vocational awards.

Whilst applying rigorous quality assurance across all centres to ensure the quality and consistency of the assessment process they implement, we recognise our customers have very different needs in terms of the type and level of support and service they require. We have always worked closely with our centres, listened to their requirements and developed a service which will meet those needs. So, here is what we can offer you:

- **Dedicated contacts** – right from the start you will know who to contact. You won't become just a centre number and passed around from office to office or person to person. You will get to know us and we will get to know you. We have
 - branch offices around the world (see page 9) to provide you with local support in the administration and delivery of our awards
 - a network of local agents in areas not covered by a branch office
 - teams at our Head Office in London dedicated to international operations, for whom you will have direct telephone numbers or e-mail addresses.
- **High quality documentation** – we have produced clear, concise and attractive materials for you and your candidates. A full list of our publications is available from our Publications Department but here are just a few examples:
 - *International Handbook 2001 Onwards* introduces City & Guilds' subjects, awards and services.

- *Delivering International Qualifications – Centre Guide*. If you are thinking about offering any of our awards, this will tell you all you need to know. It provides step by step guidance on applying to become a City & Guilds centre, including examples of how you can show us that you will be able to meet our approval criteria. However, more than that, it will provide an essential source for ongoing guidance to all centre staff involved with the delivery, assessment and quality assurance of our awards. For example, it includes information on how to collect and assess evidence of a candidate's practical competence, with sample documents relating to those activities. (If you wish to pursue your interest in working with us, we will send you one copy free of charge. Just complete the form at the end of this booklet or e-mail us at the address shown on the form.)

- *International Directory of Examinations and Assessments*. This provides the full details for all our international programmes including

- fee codes
- entry procedures
- practical assessment components
- components that are examinations
- dates and times of examinations
- calendar showing processing periods.

- *Programme documentation*. For each of our awards we have produced a detailed, easy to follow specification of what a candidate must know and/or be able to do.

- *Preparing projects & portfolios for International Vocational Qualifications*.

A useful guide for tutors, assessors and students alike on how to complete projects and portfolios for assessment, which may be required in a number of our IVQs.

- **Advisory visits** – whether you are an educational/training establishment bound by other assessment regimes or a large employer wishing to introduce our qualifications into the workplace for the first time, you may find an advisory visit beneficial before formerly seeking approval, or indeed at any time thereafter, to:
 - get advice on how systems and procedures can be tailored to satisfy our approval criteria and the particular requirements of your organisation
 - provide opportunities for your staff to ask questions and resolve specific queries
 - to identify any specific areas of centre/scheme operation that need further attention.

Please note that if this visit does not form part of the formal application for approval or on-going verification procedures for the qualification you wish to offer, we will make a small charge. Also note that, although widely available, there may be some areas where we are unable to offer this service. If you are interested in such a visit, do contact us for details.

- **Approval visits** – if you are applying for the first time to become a City & Guilds assessment centre to offer one of our IVQ programmes you will usually receive an approval visit. The visit, the cost of which is normally included in the approval fee, is designed not only to check you satisfy our approval criteria but to provide you with an opportunity to get advice on any outstanding issues.

Our visiting verifiers have a wealth of experience that they will be happy to share with you, whether it relates to general examples of good practice or specific matters such as the assessment of candidates with particular requirements.

- **Verifier visits** – once approved you will be visited at least once a year by a visiting verifier. (You may be allocated more than one if you are offering a number of different programmes). The main purpose of the visit is to monitor your centre's performance and to identify strengths and weaknesses. The visiting verifier will prepare a comprehensive report and leave a copy with you at the end of the visit. This instant feedback will provide you with useful management information and enable us to confirm your ability to meet our criteria. However, visiting verifiers are not simply 'inspectors'. Our centres find them a valuable source of information, guidance and support.
 - **Quality inspector visits** – if you are running a programme which does not require a visiting verifier to monitor your internal assessment, you will receive visits from time to time from one of our quality inspectors. For example, they may call during an examination to check that you are meeting our regulations for the conduct of examinations. They will give you a written report which will identify any issues which need to be addressed. Our centres normally welcome this opportunity to review their arrangements.
 - **Workshops** – we run workshops designed to address current issues. These may either be programme specific topics or associated with general quality assurance arrangements. Whatever the subject, we hope you will enjoy meeting others involved in delivering our programmes and hearing about their experiences. It is a great way to get some new ideas. We know, our centres tell us so!
 - **Certification service** – a candidate has been assessed, the paperwork completed so isn't it frustrating for them to have to wait weeks for a certificate (and it is often a costly delay for the centre). Well, this is not something they, or you, will experience with us. Certificates will normally be despatched within ten working days (even quicker if you are eligible for our on-line service) of us receiving confirmation of final qualifying results.
 - **On-line services** – in addition to accessing our website or e-mailing us, if you can demonstrate your ability to consistently meet our on-going centre approval criteria you may be eligible for our 'Walled Garden' service. This will allow you to order publications, register candidates and claim certification via the Internet.
 - **Customised services** – we constantly review our portfolio of vocational qualifications to ensure they are relevant to the ever changing global workplace. However, we recognise that some organisations may have particular requirements. We can offer a unique customised service to such clients. This includes:
 - Designing a qualification to meet the specific needs of a company.
 - One-off or ongoing consultancy on, for example, assessment design, recognitions, accreditation systems, etc.
- Our clients range from large multi-national organisations to training companies and college consortiums. Do contact us, if you would like to find out more about this service.

Overall we strive to provide:

- a rigorous quality assurance framework
- high levels of support and guidance to our centres and their candidates through our dedicated staff, visiting verifiers/quality inspectors, materials and documentation
- a fast and efficient personal service or on-line services as required
- flexibility of approach.

So, that's the service you can expect from us (see our *Customer Service Statement* on page 7 for more details) but do we have the qualifications you wish to deliver?

Our international qualifications

Our range of international qualifications comprises two types:

- General Vocational Qualifications (GVQs)
- International Vocational Qualifications (IVQs)

GVQs

These are vocational awards which although designed for the UK market are suitable for our overseas clients.

IVQs

These have been designed specifically to meet the needs of our overseas customers and are available at three levels: Certificate, Diploma and Advanced Diploma.

They are qualifications which confirm a person not only has the knowledge of how to do something (underpinning knowledge) but has demonstrated the practical skill to carry out the tasks to the specified standard (practical competence). These require different methods of assessment.

- *Underpinning knowledge* elements are usually assessed through written tests, marked by us, using multiple choice questions at Certificate level and short answer or structured questions at the higher levels.
- *Practical competence* is tested by a centre's own staff, referred to as assessors, through practical assignments which may be either in the centre or the workplace. From our individual syllabuses, assessors will have a list of tasks which a candidate must be able to do (and to what standard) in order to demonstrate a particular competence. They will either watch a candidate carrying out the task(s), known as *observation of performance*, or examine something the candidate has produced, known as *product appraisal*, to decide if the candidate meets the required standards.

Becoming a City & Guilds centre

If you wish to offer any of these qualifications you will need to apply for two types of approval:

- **Centre approval** which will enable you to conduct examinations for the underpinning knowledge elements. This is valid for a period of two years, subject to your ongoing compliance with our regulations, and will allow you to enter candidates for and conduct any type of examination.
- **Programme approval** which will allow you to carry out assessment of candidates' practical competence. This is also valid for two years, subject to ongoing compliance with our regulations, but, unlike centre approval, you will normally need to

seek separate approval for each different type of programme you wish to offer.

The approval procedures are quite straightforward.

You will

- complete an *Application for centre approval*. This form includes a list of our approval criteria and you will be asked to provide information on how you satisfy/will be able to satisfy these criteria. For example, we need to know that you have a safe or lockable steel cabinet and appropriate arrangements to ensure the security of all examination papers.
- complete an *Application for programme approval* for each programme. On this form you will again be asked to show how you are able/will be able to meet our approval criteria but these relate to resources and assessment practice for the particular programme you wish to offer
- send the forms to us.

We will

- review the information you have provided
- if appropriate, send the copy of the form to a visiting verifier, who may request additional information from you
- ask a visiting verifier **either** to undertake an approval visit or make a recommendation on the basis of the information on the application form (depending on the type of qualifications you wish to offer)
- confirm to you in writing the outcome of your application, normally within 4-6 weeks of receipt of your submitting the forms and all supporting documentation.

Appointment of a visiting verifier

Normally, we will allocate a visiting verifier to undertake the approval visit and, once approval has been granted, to make an annual visit to monitor your centre's performance and to help you with any difficulties you may be experiencing. Occasionally, we may not have a suitable verifier in your immediate area. For example, our local verifier may not have expertise in the particular vocational qualification you wish to offer. In such circumstances, we may ask you to nominate someone suitable. However, they must not be employed within your centre and must be deemed to be independent of your centre in all other respects. We will of course advise you if this is necessary and send you the appropriate form.

What next?

We have told you a little about who we are, the service we provide and briefly outlined our approval process. You should also have read the relevant syllabuses. If you would now like to pursue your interest in working with us, please complete the form at the end of this booklet and return it to us or our branch office, as appropriate. (You may also e-mail us at the address shown on the form.)

We will then send you free of charge our *Delivering International Qualifications – Centre Guide*. As we explained earlier, this really will provide you with everything you need to know about applying to become a centre and running our programmes. It includes copies of the appropriate forms with detailed guidance on how to complete them. We look forward to working with you.

Our Customer Service Statement

City & Guilds will become a world-leading provider of qualifications and learning support for work and adult life.

The City & Guilds of London Institute is incorporated by Royal Charter. Founded in 1878, City & Guilds is a registered charity established to promote education and training and is IIP accredited and ISO 9001 certificated.

At City & Guilds we set ourselves the highest standards so that you can expect the best in customer care. As one of our customers, we believe that you should know what our main service objectives are; therefore we have outlined them for you below.

Communicating with our customers

We intend to:

- answer telephone calls promptly
- respond to correspondence within 10 working days of receipt
- provide easily-accessible customer contact points in our Head Office and within our branch offices
- acknowledge any complaints within 24 hours and resolve them within 10 working days
- handle all enquiries courteously and provide useful and reliable information.

Processing your orders and requests

We intend to:

- provide an on-line service for candidate registrations and entries
- issue certificates within 10 working days of the confirmation of final qualifying results
- process centre and programme approval applications within 30 working days of receipt
- issue results for examiner-marked papers within 40 working days after receipt of scripts and within 25 working days for stand alone multiple-choice papers
- confirm candidate entries within 10 working days of receipt
- handle appeals against results from set and marked question papers (received within six months of the result issue) within 30 working days.

Despatching publications and question papers

We intend to:

- despatch direct orders for publications within 10 working days or receipt
- provide question papers at least 10 working days before examinations, for entries received on time.

Keeping you informed

We intend to:

- publish all our fee information through the *International Directory of Examinations and Assessments* or the relevant branch office and provide regular updates about any changes and developments to our products and services

- publish guidance on centre and programme approval and visiting verification processes in our *Delivering International Qualifications – Centre Guide*
- promote practices and procedures, both within our approved centres and City & Guilds itself, that ensure equality of access in education, training and employment.

Contacting us

See page 9 for details of how you can contact us.

City & Guilds contact details

Head Office Address

1 Giltspur Street
London EC1A 9DD
United Kingdom

www.city-and-guilds.co.uk
T +44 (0) 20 7294 2468
F +44 (0) 20 7294 2400

Our aim is to be easily accessible to our customers and to deal as quickly as possible with any queries, so we are listing below the departments which may be able to help you.

Customer Relations

If you want general help or advice on any City & Guilds international product or service, please contact this unit

T +44 (0) 20 7294 3505
F +44 (0) 20 7294 2425
international@city-and-guilds.co.uk

Results Processing Department

Please contact this unit if you have any enquiries about your registrations, entries for examinations or certification

T +44 (0) 20 7294 2885
F +44 (0) 20 7294 2425
intops@city-and-guilds.co.uk

Publication Sales

Requests for information about publications or enquiries about orders should be addressed to this department

T +44 (0) 20 7294 2850
F +44 (0) 20 7294 3387
stock@city-and-guilds.co.uk

Quality & Compliance

Queries about centre or programme approval, visiting verification or any other issues relating to quality assurance should be addressed to this department.

T +44 (0) 20 7294 3072
F +44 (0) 20 7294 3502
international@city-and-guilds.co.uk

City & Guilds Branch Offices

South China Branch Office

Areas of Responsibility
Hong Kong, South China, Macau, Taiwan, South Korea

Branch Manager
Sir Isaac Pitman Ltd
Room 1008, Tai Yau Building
181 Johnston Road
Wanchai

HONG KONG

T 00 852 2832 5833
F 00 852 2832 9961
cchoiwm@cgi.pitman.com.hk

Eastern Europe Branch Office

Areas of responsibility
Hungary, Slovakia, Czech Republic, Romania, Ukraine, Slovenia, Croatia, Serbia

Branch Manager
Pitman Qualifications
1052 Budapest
Simmelweis u.4

HUNGARY

T 00361 4840206
info@pitman.hu

East Africa Branch Office

Areas of responsibility
Kenya, Uganda, Tanzania, Mauritius, Seychelles

Branch Manager
Sir Isaac Pitman Ltd
3rd Floor, IPS Building
Kimathi Street
Nairobi

KENYA

T 002542 223992 / 228358
F 002542 228358
pitken@iconnect.co.ke

China Branch Office

Areas of responsibility
Mainland China

Country Manager
Suite 1807/1808 (P)
Shanghai Kerry Centre
1515 Nanjing Road (West)
Shanghai 200 040

CHINA

T TBA
F TBA
cgi_pit@online.sh.cn

Malaysia and the South East Asia Branch Office

Areas of responsibility
Brunei, Malaysia, Singapore, Vietnam, Philippines, Indonesia, Thailand, Myanmar

Branch Manager
Pitman (Malaysia) Sdn Bhd
Suite E – 1007 Block E
Phileo Damansara 1
No 9 Jalan 16/11 off Jalan Damansara
46350 Petaling Jaya
Selangor Darul Ehsan

WEST MALAYSIA

T 00 603 460 8305/7
F 00 603 460 8306
cgipit@po.jaring.my

Southern Africa Branch Office

Areas of Responsibility

South Africa, Namibia, Lesotho, Swaziland, Zimbabwe, Malawi, Botswana, Zambia

For customer support and business development only in:

Botswana, Malawi, Zambia, Zimbabwe

Branch Manager
Pitman Qualifications
Private Bag X12
Parkview 2122
Johannesburg

SOUTH AFRICA

T 00 2711 482 3680

F 00 2711 726 3585

pitmans@ieb.co.za

India Branch Office

Areas of responsibility

South Asia, India, Sri Lanka, Bangladesh

Country Manager
City & Guilds (South Asia) Pvt Ltd
301-305 Naurang House
21 Kasturbo Gandhi Marg
New Delhi 110001

INDIA

T 0091 2332 7603

F 0091 2332 7865

indianorth@city-and-guilds.co.uk

International offices

Business development and customer support

Ireland

Areas of Responsibility

Ireland

Business & Development Support Manager

City & Guilds
Alexandra House
The Sweepstakes
Ballsbridge
Dublin 4

IRELAND

T 00353 1 631 9308

F 00353 631 9489

emerm@city-and-guilds.co.uk

ellac@city-and-guilds.co.uk

Oman

Areas of Responsibility

Oman, UAE, Qatar, Bahrain, Kuwait, Saudi Arabia

Manager
City & Guilds
PO Box 800
Postal code 131 Al Hamriyah
Muscat

Sultanate of Oman

T 00968 604 638/9

F 00968 604 638

gulfregionaloffice@city-and-guilds.com

Ghana

Areas of Responsibility

Ghana, Nigeria, Sierra Leone, Togo, Cameroon, The Gambia

Manager
City & Guilds
Stadium Branch Post Office
PO Box SD33
Accra
Ghana

T 00233 21230269

F 00233 21230269

westafrica@city-and-guilds.co.uk

The qualifications we offer

You should by now have received and read the syllabus for the subject area(s) in which you are interested, but just in case you haven't we list them here.

IVQs

Applied Information Technology

Beauty Therapy

Construction Trades

Electrical and Electronic Engineering

Hospitality and Catering

Hairdressing

Information Technology

International Teaching and Training

International Tourism

Mechanical and Electrical Engineering

Motor Vehicle Engineering

Retailing

Telecommunications

GVQs

Agriculture Mechanics

Basic Sewing Skills

Certificate in Media Techniques

Computer Aided Drafting

Computer Programming and Information Processing

Concrete Technology and Construction

Construction Crafts Supplementary Studies

Creative Skills Certificate

Creative Studies

Data Processing for Computer Users

Process Plan Operation

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Request form for more information on becoming a City & Guilds centre for international vocational qualifications

Name of organisation _____

Address _____

Country _____

Telephone no. _____

E-mail address _____

Contact name _____

Initials _____

Mr/Mrs/Ms/Dr*

(*Delete as applicable.)

Position _____

Qualifications this organisation wishes to deliver:

We have*/have not* studied (*delete as applicable) the relevant syllabus for the above qualification(s) and would now like detailed information on becoming a City & Guilds approved centre and/or details of the qualification(s) specified below. Please send, free of charge, the following (tick ✓ the appropriate box(es)):

Delivering International Qualifications – Centre Guide

Syllabus for the following qualification(s):
(Please specify.)

**Please return to
City & Guilds Customer Relations
1 Giltspur Street
London
EC1A 9DD
F +44 (0) 20 7294 2425
or the relevant branch office.**

You may transmit this information via e-mail but your request will be processed only if you supply all details specified on this form.

E-mail address: international@city-and-guilds.co.uk

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charity established to promote
education and training