

# Centre Administration Guide for Construction and Building Services Engineering Qualifications in Wales

**Introduction to working with City & Guilds and EAL**

Version 1.4

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# 1. Introduction

## 1.1. Purpose and scope

The Construction and Building Services Engineering (CBSE) qualifications in Wales are offered by City & Guilds and EAL. The two awarding bodies will be the sole providers of a new suite of fundable qualifications in Wales, which will be available for delivery from September 2021.

The purpose of this document is to provide an overview of the quality assurance processes and procedures in the context of the CBSE suite of qualifications. It covers how City & Guilds and EAL will adopt new ways of working and how that will impact new and existing centres (to either awarding body) in relation to:

- centre / qualification approval
- ongoing quality assurance monitoring
- centre administration

This Centre Administration Guide also identifies where the information on existing processes can be accessed.

The suite of qualifications is comprised of:

City & Guilds Qualification Name	Qualification Number	QiW Reference
Foundation Qualification in Construction and Building Services Engineering (Level 2)	8042-01	C00/4092/6
Core in Construction and Building Services Engineering (Level 2)	8042-02	C00/4414/0
Progression in Construction (Level 2) – Bricklaying	8042-03	C00/4169/2
Progression in Construction (Level 2) – Architectural Joinery	8042-04	C00/4169/2
Progression in Construction (Level 2) – Site Carpentry	8042-05	C00/4169/2
Progression in Construction (Level 2) – Timber Frame Erection	8042-06	C00/4169/2
Progression in Construction (Level 2) – Painting and Decorating	8042-07	C00/4169/2
Progression in Construction (Level 2) – Solid Plastering	8042-08	C00/4169/2
Progression in Construction (Level 2) – Dry Lining – Fixing	8042-09	C00/4169/2
Progression in Construction (Level 2) – Groundworks	8042-10	C00/4169/2
Progression in Construction (Level 2) – Roof Slating and Tiling	8042-11	C00/4169/2

Progression in Construction (Level 2) – Wall and Floor Tiling	8042-23	C00/4169/2
Construction (Level 3) – Dry Lining	8042-18	C00/4327/0
Construction (Level 3) – Roof Slating and Tiling	8042-20	C00/4327/1
Construction (Level 3) – Civil Operations – Groundworks	8042-19	C00/4327/2
Construction (Level 3) – Timber Frame Erection	8042-15	C00/4327/4
Construction (Level 3) – Bricklaying	8042-12	C00/4169/3
Construction (Level 3) – Architectural Joinery	8042-13	C00/4327/5
Construction (Level 3) – Site Carpentry	8042-14	C00/4283/1
Construction (Level 3) – Painting and Decorating	8042-16	C00/4327/6
Construction (Level 3) – Solid Plastering	8042-17	C00/4327/7
Construction (Level 3) – Wall and Floor Tiling	8042-21	C00/4327/8
Construction (Level 3) – Plant Operations	8042-22	C00/4491/9

EAL Qualification Name	Qualification Number	QiW Reference
Progression in Building Services Engineering (Level 2) – Plumbing and Heating	C00/4169/0A	C00/4169/0
Progression in Building Services Engineering (Level 2) – Electrotechnical Systems and Equipment Installation	C00/4169/0B	C00/4169/0
Building Services Engineering (Level 3) – Heating and Ventilating Installation	C00/4278/5	C00/4278/5
Building Services Engineering (Level 3) – Heating and Ventilating Craftsperson	C00/4278/6	C00/4278/6
Building Services Engineering (Level 3) – Plumbing and Heating	C00/4278/7	C00/4278/7
Building Services Engineering (Level 3) – Electrotechnical Installation	C00/4278/8	C00/4278/8

## 1.2 Qualification groups

The tables below show how the qualifications have been grouped together in relation to their shared assessment characteristics.

### Level 2

Qualification	Assessment method	Characteristics
Core	On-screen knowledge test	Externally set, externally marked
	Project	Externally set, internally marked, externally verified
	Guided discussion	Internally set, internally marked, externally verified
Foundation	On-screen knowledge test	Externally set, externally marked
	Project	Externally set, internally marked, externally verified
	Guided discussion	Internally set, internally marked, externally verified
Progression	On-screen knowledge test	Externally set, externally marked
	Project	Externally set, internally marked, externally verified
	Guided discussion	Internally set, internally marked, externally verified

### Level 3

Qualification	Assessment method	Characteristics
All Level 3 trade qualifications	On-screen knowledge test	Externally set, externally marked
	Project	Externally set, internally marked, externally verified
	Professional Discussion	Externally set, externally marked

Safety Critical test (only applicable for Electrotechnical Installation and Heating & Ventilating trades)
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Externally set, internally marked, externally verified
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### 1.3 Qualification specific requirements

City & Guilds and EAL have developed qualification handbooks (City & Guilds), manuals (EAL), assessment packs and project packs available in the 'Qualifications' section of the [Skills for Wales](#) website, for each qualification being offered within the CBSE suite of qualifications.

They provide explicit guidance to centres with regards to:

- which awarding body is responsible for the qualification
- subject content
- qualification structure, unit content and purpose
- progression routes
- assessment methods and assessment criteria
- external quality assurance methods
- support materials
- guided learning hours
- grading information
- permissible unit / credit combinations
- unit learning outcomes
- learner entry requirements
- physical resource requirements
- registration and certification information
- assessor and Internal Quality Assurer (IQA) requirements for occupational competency and qualifications held
- approval requirements
- administration information
- access arrangements
- special consideration and reasonable adjustments
- internal / external appeals

Centres must ensure that they familiarise themselves with the requirements outlined in the relevant qualification handbook as evidence of compliance must be demonstrated for initial approval and ongoing quality assurance monitoring.

### 1.4 Assessor and IQA qualifications for Construction and Building Services Engineering

The assessment principles agreed between Qualifications Wales and the awarding bodies for the suite of qualifications state that, in addition to occupational competence / understanding and knowledge, assessors for framework units must hold a suitable qualification.

Refer to the qualification handbooks for details of the qualifications, knowledge and competence required by assessors and internal quality assurers.

## 2 Centre and qualification approval

### 2.1 Approval application form

For all qualifications, City & Guilds and EAL have developed a joint application form for approval which is available on <https://www.skillsforwales.wales/become-a-centre>. The single form, in addition to [FAQs](#), aim to make the application process easier for centre and qualification approval. Centres only need to make one application to offer one or more qualifications. [A guidance document](#) provides advice to centres around the information City & Guilds and EAL require for the application.

Centre information will be shared between the awarding bodies, so the respective approval processes and system requirements can be managed smoothly. The approval form is available in Welsh and English and needs to be used by all organisations seeking approval for this suite of qualifications whether they are existing centres with the, or new centres to both awarding bodies.

### 2.2 Automatic qualification approval

Centres who initially only apply for lower-level qualifications within a trade will be required to seek additional qualification approval to deliver higher level qualifications.

Where a centre is approved to offer qualifications relating to one awarding body and wish to add qualifications relating to the other awarding body later, the awarding bodies will share data and map the centre information to reduce the administrative burden upon centres. An external quality assurer (EQA), allocated by the awarding body, will still be required to complete a qualification approval activity (face-to-face or remote).

The customer approval journey is illustrated in the process flowchart in Appendix 1.

### 2.3 Centre approval process

#### 2.3.1 Pre-application stage

Once a centre has expressed an interest in offering the qualifications, advice and guidance will be provided by relevant awarding body staff. This may be guidance on how to become a centre or specific qualification advice.

#### 2.3.2 Completing the application form and submission

Organisations will complete an application form and submit it to the [skillsforwales.quality@cityandguilds.com](mailto:skillsforwales.quality@cityandguilds.com) email address. The form includes an information sharing consent declaration. Once received, each application form will be reviewed to ensure

that all required information is in place, and that there are no gaps in the form or missing evidence. Incomplete forms will be returned, with the missing information indicated.

### 2.3.3 Approval assessment stage

The awarding bodies will work with the centre to ensure all relevant information is provided to progress the application for approval.

Once the application is accepted the awarding body will allocate an External Quality Assurer (EQA), for an approval activity to be arranged. Depending on the trade approval(s) sought, different EQAs will be allocated by the awarding body(s) to undertake the approval activities. The awarding body will share the approval application with the EQAs. This may result in multiple approval reports being issued per application and awarding body with only one application form completed by the centre.

### 2.3.4 Approval activity

Centre and qualification approval activities can take place remotely or by visit. EQA(s) will be allocated by the awarding body to complete the approval and will liaise directly with the centre to arrange a date and time and confirm any evidence they require access to (section 1.1 above outlines which awarding body is responsible for the qualifications).

During the approval activity, the EQA will review evidence against the criteria for centre approval, as well as criteria specific to the qualification(s) for which approval has been sought. Any gaps in resources, evidence, policy, staff etc, will be discussed with the centre and recorded by the EQA on an approval report. The EQA will prepare the approval report following the visit and submit it to the relevant awarding body for review. If the application only relates to one awarding body, the relevant awarding body team will make an approval decision, based on the recommendations made by the EQA in the report. Separate approval reports will be submitted for each EQA allocated by the awarding body(s).

Once an application has been accepted, an approval decision will be made in writing via email within 30 working days. Centres need to be aware that they must not recruit learners to the qualifications until approval has been granted. Delivery of the qualifications prior to confirmation of approval will not be permitted as there may be an adverse effect on learners should an application for approval not be successful.

### 2.3.5 Approval decisions

Potential decisions related to centre or qualification approvals are listed below. Following the approval activity, the allocated EQA(s) may recommend that not all qualifications can be offered by the centre. The EQA will provide verbal feedback to the centre and confirm in the approval report what action(s) needs to be taken to gain approval. There is no right of appeal to an initial centre and qualification approval decision.

Outcome	Rationale	Actions	Example	Timeframe
Approval granted – no actions	Centre has met all criteria for centre and/or qualification approval.	N/A - Centre can register/ enter learners with the awarding bodies.	N/A	N/A
Approval granted with actions	Centre has met most criteria for centre and/or qualification approval. Outstanding elements could be easily corrected and would not have an adverse effect on learners or the integrity of the qualification(s).	Approval report will clearly list outstanding (minor) actions to be completed by the centre. Centre can register / enter learners with the awarding bodies.	Centre has elements of policies missing that would not impact on assessment or learner experience.	Dependent on the nature of the actions - up to 3 months to address the actions. If the actions are not addressed the approval application will be nullified and prospective centres will need to reapply.
Approval not granted – with actions	Applicant has not met the requirements for centre and/ or qualification approval. Issues identified could have a significant impact on the integrity and validity of the qualification(s) or the effective operation of a centre if not addressed.	Centre and/ or qualification approval will not be confirmed. Approval report will list outstanding actions to be completed.	Centre does not have occupationally competent assessment /IQA staff or cannot meet the requirements of the qualification(s).	Up to 6 months to address the actions. If the actions are not addressed the approval application will be nullified and prospective centres will need to reapply.

Please note - where additional visits are required as a result of actions, these may be subject to charge (see Appendix 2). Direct claims status (DCS) will not be available for centres offering these qualifications for a minimum of two years. This means that all certification claims for learners must be approved by the awarding body.

## 2.4 Written and enforceable agreement

The application form constitutes part of the written and enforceable agreement for each awarding body, in accordance with Qualifications Wales' Standard Conditions of Recognition C2. It should be noted that although City & Guilds and EAL are working to provide a joint suite of qualifications, each awarding body will have a separate written and enforceable agreement in place, detailing the contractual obligations between the two entities. This means, for example, that one awarding body can terminate centre approval in instances of non-compliance or malpractice. Whilst this does not automatically mean that the other awarding body will do the same, City & Guilds and EAL will share all relevant information that could have an impact on ongoing centre or qualification approval.

## 2.5 Registration of learners

Registration of learners takes place on the respective system of the relevant awarding body owner and operators of the qualifications.

- For the construction qualifications, this will be on City & Guilds Walled Garden system. Detailed guidance on how to register candidates is available on [Walled Garden Help and Support](#)
- For the building services engineering qualifications, this will be on EAL's Online Services system. EAL 'Guide to Online Services' is available on the secure portal of the [EAL](#) website

## 2.6 Centre and qualification ongoing quality assurance monitoring

### 2.6.1 Centre quality assurance activities

Ongoing centre quality assurance activities ensure the integrity of the qualifications being delivered and the validity and reliability of results.

Centre quality assurance activities will be planned and completed via the awarding body online systems: Smarter Touch for EAL and Walled Garden for City & Guilds.

Activities will include sampling of centre internal quality assurance processes, in line with the relevant awarding body guidance as outlined in City & Guilds [Quality Assurance Standards: Centre Handbook](#) and EAL [Quality Assurance Requirements](#). Centres will also be required to ensure qualification delivery, assessment and IQA staff are qualified and occupationally competent to the standards outlined in the qualification handbooks / manuals. Quality assurance activities could be either remote or a visit to the centre. Where appropriate, there will be a visit to centres when on-screen assessments are being delivered to ensure that the secure storage of test materials and administration of the examination are in accordance with [Joint Council for Qualifications: Instructions for Conducting Examinations](#) document.

EQAs will be required to undertake Advisory and Systems activities for the qualifications, as outlined below. The EQA will contact the centre direct to arrange activities.

Advisory activities include:

- Meeting staff responsible for delivery, assessment and IQA of the qualifications
- Identification of when learners will complete relevant centre-assessed components and be ready for certification/progression, to plan sampling activities
- Confirmation of trade units being completed for City & Guilds Core and Foundation qualifications
- Discussion of when assessments are likely to take place and observation of any in progress
- Reviewing/discussion of qualification marking guidance and documentation
- Reviewing staff CPD, original certificates, CVs
- Reviewing planned standardisation activities in centres to ensure that this accounts for the move to graded qualifications
- Update on any assessments likely to be completed in Welsh

Centres can request additional Advisory activities for support and advice, for instance, development of new staff, or following high risk actions being identified (see Appendix 2 for activity fees).

Systems activities<sup>1</sup> include:

- Reviewing centre management systems, e.g., policies and procedures
- Reviewing assessment records to ensure they are carried out and documented appropriately, in line with requirements
- Checking to ensure appropriate learner support is in place
- Reviewing centre resources to ensure that appropriate staff, equipment and support is in place so that assessments can be carried out safely and securely
- Reviewing quality assurance processes e.g., Standardisation, IQA sampling, staff inductions, CPD activities, training, and development plans

Advisory and Systems activities will be planned to take place<sup>2</sup> before sampling of candidate evidence. This is a new suite of qualifications and centres are likely to require greater support during the delivery of the qualification. Support early on in the qualification will lead to the sampling and certification process being much smoother for centres

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<sup>1</sup> For EAL, systems activities are completed alongside the sampling activity

<sup>2</sup> For EAL, systems processes will be reviewed during sampling and advisory engagement activities

## 2.6.2 Qualification sampling activities

EQAs will be appointed by each awarding body to conduct sampling activities of qualifications. The purpose of these activities is to review centre quality processes and policies, assessment and IQA records, ensure assessments are being administered in line with the awarding bodies published requirements and that assessment judgements are valid and reliable.

The tables below outline the number of free of charge activities centres will be offered per year and whether they are a mandatory requirement for the centre:

Level 2	City & Guilds		EAL	
	No. of Activities	Comments	No. of Activities	Comments
Advisory activity	1	Optional activity, not mandatory for centres to take this up	1	Optional activity, not mandatory for centres to take this up
Systems activity	1	Will include Level 2 and Level 3 qualifications Mandatory activity	NA	Checks included as part of each EQA sampling activity Mandatory activity
Sampling activities	3	For Core, Foundation and Progression combined Mandatory, required for certification	2	Per trade pathway in BSE progression Mandatory, required for certification

Level 3	City & Guilds		EAL	
	No. of Activities	Comments	No. of Activities	Comments
Advisory activity	1	Optional activity, not mandatory for centres to take this up	1	Optional activity, not mandatory for centres to take this up
Systems activity	1	Will include Level 2 and Level 3 qualifications Mandatory activity	NA	Checks included as part of each EQA sampling activity Mandatory activity
Sampling activities	3	Three activities per trade Mandatory, required for certification	3	Three activities per trade Mandatory, required for certification

The process for arranging and completing sampling activities is outlined below:

- a) Centre and EQA arrange a date for the sampling activity to take place, as and when required by the centre.
- b) For City & Guilds qualifications, centre submits details of all candidates actively working towards their qualification (to include those not ready for certification) using a CA2. The CA2 for these qualifications is available on [Skills for Wales: Become a Centre](#)  
EAL EQAs will identify via Online Services (SAP) which candidates are registered and have restricted claims ready for certification.
- c) EQA completes and submits via the online system a sample planner, identifying the agenda for the sample activity which may include:
  - the qualifications and specific learners to be sampled
  - staff to be met / contacted
  - previous actions to be monitored (if applicable)
  - observation of assessment
  - interviews including assessor, IQA and learners
  - policy and procedure updates (EAL only)
- d) EQA sampling activity takes place. The EQA will prepare a report on the sampling activity, which will be discussed with the centre before being submitted via the online system. From the date of submission, centres can expect to receive the EQA report within 10 working days.

### 2.6.3 Outcome of external quality assurance activities

Upon completion of the external quality assurance activity, the EQA will provide a written report to the awarding body. EQA judgements will be based upon the relevant quality assurance documents and qualifications / assessment guidance. The EQA sampling report will give clear feedback on the conduct and outcomes of the external quality assurance activity in relation to assessment, internal quality assurance and any actions or improvement points.

There are three recommendations that the EQA can make on the sampling report, which require the agreement of the awarding body for the qualification(s) in question:

- certification can proceed for all learners in the cohort
- certification can proceed for some learners
- certification cannot proceed for learners

Where certification is not approved for some or all learners, this will be because there are concerns with the validity and reliability of centre assessment and / or quality assurance. So as not to disadvantage candidates, where certification is recommended for part of the cohort, the awarding body will allow these results to be processed.

If further EQA sampling activities are required to close identified action points and allow certification, these may be charged for (see Appendix 2).

## 2.7 External assessment

Two components of the qualifications are externally assessed by the awarding bodies: the on-screen tests (multiple-choice) and the professional discussion (for the Level 3 qualifications).

### 2.7.1 On-screen tests

On-screen tests are available bilingually and are electronically marked using the online marking systems: E-volve for City & Guilds and Surpass for EAL.

Electronic marking is subject to quality assurance using automated bench-marked items within the system.

### 2.7.2 Professional discussion

External assessors will be allocated by the awarding body to undertake the professional discussion with candidates for their Level 3 qualification.

They are conducted on a one-to-one basis, and the external assessor will plan the questions they intend to ask the candidate prior to the discussion taking place.

Centres will be required to submit statements confirming the candidate is ready for assessment:

- For City & Guilds, centres will use a 'Ready for Assessment Declaration' via the Pro system
- For EAL, centres will submit a 'Ready to Assess' statement submitted via the EAL Prepared system

These statements are mandatory and must be submitted before the professional discussion can take place.

Centres must schedule the EQA sampling activity prior to the external assessment taking place as feedback on the internal quality assurance of the project will indicate if it meets requirements.

## 2.8 Employer confirmation

A key aspect of the internal quality assurance requirements for the Level 3 Apprenticeship qualifications is the Employer Confirmation. All centres must proactively engage in the process for them to understand assessment and qualification standards and ensure learner readiness for assessment.

Centres must internally quality assure the sign off process, to ensure that there is alignment and agreement between themselves and the employer(s). While this evidence is not externally quality assured, the awarding body will incorporate checks that this requirement is being met as part of the EQA process. This includes checking centre plans and processes at the approval stage, and sampling IQA records at the external quality assurance stage.

The awarding body will provide a standardised Employer Confirmation declaration and guide, available in the 'Centre / Qualification Documents' section for each Level 3 qualifications on <https://www.skillsforwales.wales/qualifications> that clearly identifies the criteria that must be met for sign-off. This form will need to be signed by the candidate, centre and employer and will reviewed during EQA sampling activities.

## 2.9. Awarding body quality assurance documents

Although City & Guilds and EAL have aligned many processes and procedures to make applying and delivering the suite of qualifications easier for centres, each will be responsible for the delivery of qualifications for a specific sector area (see section 1.1). This means there will be several aspects of assessment delivery that can follow the usual business processes and procedures of the respective awarding body, as part of normal regulatory responsibilities.

The tables below detail established awarding body processes and procedures that apply to the suite of CBSE qualifications:

### City & Guilds Documents

Document title	Description
<a href="#">Centre Contract General Terms</a>	<p>This forms the written and enforceable agreement between City &amp; Guilds and an approved centre.</p> <p>Where a centre application is accepted by City &amp; Guilds it forms an agreement between them, for the delivery of City &amp; Guilds qualifications.</p>
<a href="#">Quality Assurance Standards: Centre Handbook</a>	<p>This document is for all approved centres and provides guidance to support delivery of our qualifications. It includes guidance on:</p> <ul style="list-style-type: none"> <li>• centre quality assurance criteria and monitoring activities.</li> <li>• administration and assessment systems</li> <li>• centre-facing support teams</li> <li>• centre quality assurance roles and responsibilities</li> </ul>
<a href="#">Quality Assurance Standards: Centre Assessment guide</a>	<p>This document sets out the minimum common quality assurance requirements for our centre-marked assessments.</p> <p>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.</p> <p>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.</p> <p>Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.</p>
<a href="#">JCQ Instructions for Conducting Examinations</a>	<p>This document provides UK centres with information on how to conduct City &amp; Guilds examinations.</p>

Document title	Description
<a href="#"><u>Managing cases of suspected malpractice in examinations and assessments</u></a>	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.
<a href="#"><u>Investigations policy</u></a>	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.
<a href="#"><u>Enquiries and Appeals for Qualifications</u></a>	This document explains the process that centres (and in some cases candidates) need to go through to question a decision made relating to the accuracy of results, quality assurance decisions relating to approval and monitoring and outcomes from malpractice investigations. 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.
<a href="#"><u>Access arrangements: When and how applications need to be made to City &amp; Guilds</u></a>	This document describes how to apply for access arrangements, to ensure that impacted candidates can access our qualifications and assessments.
<a href="#"><u>Feedback and Complaints Policy</u></a>	This document provides definition and examples of Complaints which may occur for a Centre or Learner. The process for making a complaint is described, although a Learner must follow their Centre's process before referring to City & Guilds.

## EAL Documents

Document title	Description
<b>General Conditions for Centres (Centre Recognition Requirements)</b>	<p>This forms the written and enforceable agreement between EAL and an approved/recognised centre.</p> <p>This document is available to centres by logging into Smarter Touch</p>
<a href="#"><u>Quality Assurance Requirements (for Centres)</u></a>	<p>This document is intended to provide an overview and to be a reference guide for centres on EAL's quality assurance requirements so that the security and integrity of EAL's qualifications are maintained.</p> <p>It is part of a customer-facing policy package that links to the EAL risk management strategy and provides guidance on centre engagement covering relevant aspects of EAL policies.</p>
<a href="#"><u>Instructions for Conducting Examinations (EAF1)</u></a>	<p>This document sets out instructions designed to direct and assist EAL centres to ensure paper or on-screen examinations are undertaken in a consistent and fair manner for each candidate, with no undue advantage or disadvantage.</p>
<a href="#"><u>Complaints Policy</u></a>	<p>This document provides details of the process in which complaints can be made to EAL.</p>
<a href="#"><u>Appeals Policy</u></a>	<p>This document explains the process that centres (and in some cases candidates) need to go through to appeal against a product or service delivered by EAL. Included within are grounds for appeal, such as questioning a decision made relating to the accuracy of results, quality assurance decisions relating to approval and monitoring and outcomes from malpractice investigations.</p> <p>The document also includes the fees associated with each stage of the process and points of contact at EAL for Enquiries and Appeals.</p>

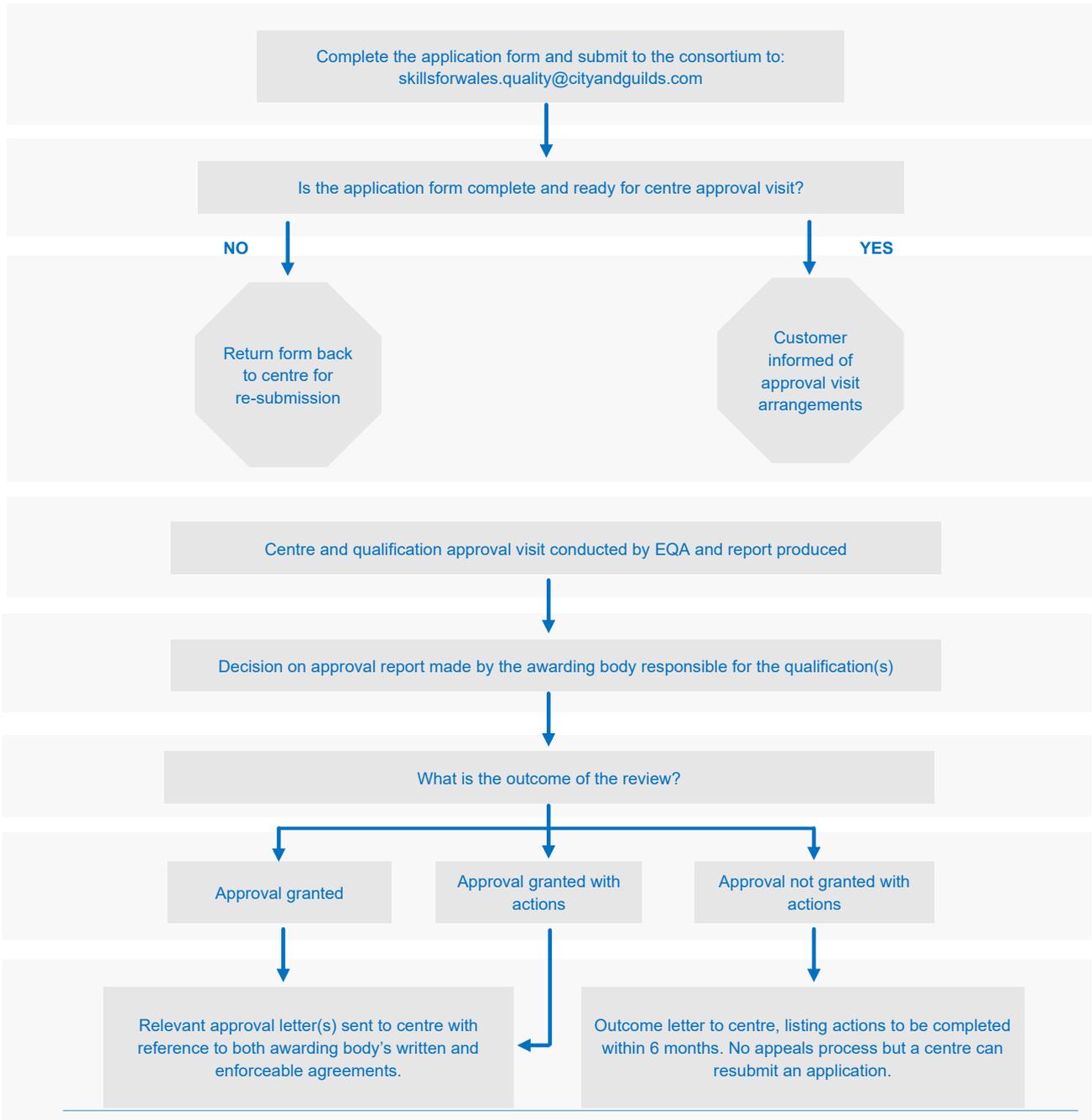
Document title	Description
<a href="#"><u>Reasonable Adjustments and Special Considerations Policy</u></a>	This document explains how and when a centre should apply for a reasonable adjustment or special consideration for one or more of its learners, sets out the process by which EAL will decide on any requests made, and specifies how decisions will be communicated.
<a href="#"><u>Malpractice and Maladministration Policy</u></a>	The document provides definitions and the process by which a suspected or alleged instance of malpractice or maladministration can be reported. It provides details about EAL's investigation approach.

## Appendix 1 Customer approval journey

### Construction and Building Services Engineering centre and qualification approval process and customer journey

## Appendix 1 - Customer approval journey

### Construction and Building Services Engineering Centre and Qualification Approval Process and Customer Journey



Introduction to working with City & Guilds/ EAL

## Appendix 2 Additional Fees

The tables below outline circumstances when a centre will be charged additional fees, and what those fees are.

There will be no charge for centre and qualification approval, however should further EQA activity be required in order to close off actions raised during the approval, then this activity will be chargeable (as outlined below) and the centre invoiced. Similarly, should a centre resubmit an approval application after it was initially rejected, the EQA activity will be charged for.

Post approval, the first three sampling activities will be free of charge to the centres and will take place as scheduled between the centre and EQA.

Centres will be offered a free of charge advisory activity with their EQA to take place early in the qualification delivery. The purpose of this is to offer guidance and support.

The tables on the following pages outline when charges will apply; it is not exhaustive, however gives an overall picture of what may be charged for.

## Centre and Qualification Approval

Outcome	Rationale	Actions	Example	Chargeable activity?
Approval granted with actions	Centre has met most criteria for centre and / or qualification approval. Outstanding elements could be easily corrected and would not have an adverse effect on learners or the integrity of the qualification(s).	Approval report will clearly list outstanding (minor) actions to be completed by the centre. Centre can register/enter learners with the awarding bodies.	Centre has elements of policies missing that would not impact on assessment or learner experience.	N/A
Approval not granted – with actions	Applicant has not met the requirements for centre and/or qualification approval. Issues identified could have a significant impact on the integrity and validity of the qualification(s) or the effective operation of a centre if not addressed.	Centre and/or qualification approval will not be confirmed. Approval report will list outstanding actions to be completed.	Centre does not have occupationally competent assessment/ IQA staff or cannot meet the requirements of the qualification(s).	Additional fee will be charged.

## Activities post-approval

Activity	Chargeable
<p><b>Level 2:</b></p> <ul style="list-style-type: none"> <li>City &amp; Guilds – Three sampling activities per year in total for Core, Foundation and Progression qualifications combined</li> <li>EAL – Two sampling activities per year per trade</li> </ul> <p><b>Level 3:</b></p> <ul style="list-style-type: none"> <li>City &amp; Guilds – Three sampling activities per year per trade</li> <li>EAL – Three sampling activities per year per trade</li> </ul> <p>EAL may combine Level 2 and 3 sampling for each trade where appropriate as agreed with the centre.</p>	N/A

One initial advisory activity (expected to take place 3-4 months after first registrations, to be scheduled between EQA and centre) to offer support to centres	N/A
Systems activity to ensure management systems are in place	N/A
EQA sampling strategy will guide EQAs in selecting the size of sample. Additional / lengthened EQA sampling activities may be undertaken due to increased centre risk identified, eg, one or a combination of: <ul style="list-style-type: none"> <li>Centre with high volumes of candidates to be resulted</li> <li>Staffing changes notified to EQA and awarding body</li> <li>Large number of assessment sites</li> </ul>	N/A
Individual candidate circumstances outside of the centre's control affecting when certificates can be claimed, eg, (this list is not exhaustive and we will work with centres to consider all reasonable circumstances): <ul style="list-style-type: none"> <li>Pregnancy / maternity</li> <li>Sickness</li> <li>Redundancy</li> <li>Emigration</li> </ul>	N/A
Actions identified during sampling activities that are not met, requiring further EQA activity in order to release results	Chargeable
Actions identified during activities requiring information to close them which can be submitted electronically via online systems / email	N/A
Centre request for additional activities, for instance, advisory activity for new centre staff involved in the delivery, assessment and internal quality assurance of the qualification(s)	Chargeable activity

## Centre charges

Type of activity	City & Guilds	EAL
Additional quality assurance activity, remote	£300	£300
Additional quality assurance or advisory visit	£550	£550

## Contact us

City & Guilds

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T: 01924 830800

EAL

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City & Guilds and EAL are two awarding bodies who have come together to collaborate on the development of a suite of construction and building services engineering qualifications for Wales.

We bring over 140 years' experience of developing qualifications and assessments in the construction and built environment sector. City & Guilds and EAL have always shared a great relationship, so this really is a proven partnership that is truly focused on supporting the sector to meet the opportunity that the future holds.

We strongly believe in empowering people with opportunities for the future, and our aims of this new suite of qualifications are to help people get into a job, get on in the job and go further.

**City and Guilds Group**      [www.cityandguilds.com](http://www.cityandguilds.com)

**EAL**      [www.eal.org.uk](http://www.eal.org.uk)

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