



# Induction Booklet

for  
PTLLS Candidates

## **Introduction**

This Induction pack is the first step along a process that will lead to your qualification. You will be encouraged to read it and discuss it with assessor. You will need to agree the forms you will use and how to structure your portfolio.

Whilst completing your qualification you can refer back to this pack at any time to help clarify any issues that may arise. Remember your assessor is there to help too.

**The aim of this Induction Pack is to inform you:**

- **Who will be involved in your assessment and what their different roles will be**
- **About the assessment centre and what and support you can expect from them**
- **How an qualification is assessed and what you have a right to expect**
- **Your responsibilities**
- **The structure of the award**
- **How you can identify, submit and organise your evidence**
- **What you can do if things go wrong**

### **Who will I be doing my qualification with?**

**You, as the learner, will be working with the following people:**

➤ **Assessors**

You will be provided with an assessor who is competent in your area of work and who has trained and qualified as an assessor. Your assessor will plan, review and finally make a judgement about your competence.

➤ **Internal Quality Assurance**

You will be told who your Internal Quality Assurer is and how to contact them. They are experienced in operating the qualification and can advise and support you and your assessor. They will confirm that your assessment has been carried out properly.

➤ **Quality Assurance Co-ordinator**

Gateshead Learning and Skills will have a person who is responsible for ensuring the centre works as required by City & Guilds. They manage the centre and liaise with City & Guilds to receive new information and arrange External Quality Assurance (EV) visits.

➤ **External Quality Assurance**

The External Quality Assurer is approved by City & Guilds and will visit your centre periodically to carry out quality checks on your assessment centre.

**What do I actually have to do to achieve my Qualification?**

**Stage 1.  
Agreement with  
Manager.**

Your assessor or a representative from Learning and Skills will discuss with you and your manager the requirements of the qualification and your needs.

**Stage 2.  
Registration and  
Induction.**

You will attend an induction session and be registered on your chosen Qualification.

**Stage 3.  
Planning to  
collect  
Evidence.**

You and your assessor will need to agree and complete an assessment plan for the units you agree to complete. This is the How, What, When and Where of assessment. This plan will be written by your assessor and kept in your portfolio. You and your assessor will carry out the plan, review the evidence and if necessary re-plan until you have completed the units.

**Stage 4  
Recording and  
organising  
evidence.**

You and your assessor will discuss and agree how to record your evidence. It is your responsibility to record and present your evidence. You must keep all your evidence and assessment records in an organised way. If recording evidence is new to you, your assessor will probably help you with the first few units but then you should be able to manage this yourself. You need to ensure that other people will be able to find and understand everything in your portfolio.

**Stage 5  
Judging  
Evidence.**

Your assessor will check every piece of evidence you produce and check to ensure it covers all the assessment requirements. This is an on going process throughout your qualification.

**Stage 6  
Progress Review**

At regular intervals your assessor will carryout a progress review with you.

**Stage 7  
Internal  
Verification**

Once your assessor has decided that your evidence is sufficient a summary of achievement will be completed and the Internal Quality Assurer will make some checks to ensure that your evidence and assessment has met all the requirements. If it does they will verify the assessors decision.

**Stage 8  
External  
Verification**

City & Guilds will send out an External Quality Assurer to your assessment centre. The EV selects a random sample of learner's evidence to quality check. Keep your portfolio intact and available for 3 years after you have completed your full award.

## **Learning and Skills Policy Statement on National Vocational Qualifications**

Learning and Skills will provide the programme through an Assessment Centre (City and Guilds). The assessment centre will work in partnership with learners to enable them to identify, plan and meet their minimum qualification targets as laid down by national and local organisations. The Service will strive to meet the identified targets.

Learning and Skills will annually secure and prioritise the necessary financial resources needed for the agreed assessment programme.

### **Equal Opportunities Statement**

The Centre will implement, monitor and review their equal opportunities policy. The qualification assessment will be accessible to all candidates as outlined in the eligibility criteria.

### **Centre Management**

The Assessment Centre for the programme will be Gateshead Council. The Centre will have overall responsibility for all aspects of the Assessment Centre's business. This will include the setting up and monitoring of the Appeals and Equal Opportunities Panels; monitor the selection, recruitment and development of Assessors and Internal Quality Assurance. It will also monitor all assessment arrangements.

The Training and Development Centre will ensure that all assessments follow the Centre's assessment and verification practices.

### **Resources**

The Assessment Centre will reasonably provide the necessary resources to enable it to select, register and support candidates through their assessment, verification and course programme. This will ensure that the programme achieves its required targets.

### **Registration**

The Assessment Centre will be responsible for registering candidates in line with the awarding body's requirements.

### **Confidentiality and security of information**

The Assessment Centre is responsible for ensuring that all candidate information is safely stored when submitted for verification. Disclosure of the candidate's portfolios will be agreed beforehand with candidates and the Centre.

### **Quality Assurance**

The Assessment Centre will develop assessment and verification procedures in line with the awarding body requirements. Assessment will involve the use of work-based or peripatetic assessors as deemed necessary by the Centre's Management Committee.

Assessors and verifiers will be occupationally competent and follow the Assessment Centre's quality assurance procedures.

### **Candidate selection and support**

The Assessment Centre will offer the candidates learning opportunities to develop competence as required by their qualification.

### **Candidates responsibilities to the Assessment Centre**

Candidates will enter into a learning agreement with the Centre.

Candidates will identify and submit authentic evidence ready for assessment and verification. This will be in a portfolio that they will submit to the Centre when it reasonably requests them to do so.

Candidates will be expected to complete their qualification within the agreed time determined by the Assessment Centre. Candidates will be expected to attend underpinning knowledge sessions as determined by the Centre.

### **Complaints**

The Assessment Centre through its Complaints Panel will be responsible for hearing complaints within the agreed timescale.

### **Appeals**

The Assessment Centre through its Appeals Panel will be responsible for hearing appeals within the agreed timescale.

## **GATESHEAD COUNCIL'S LEARNING AND SKILLS SERVICE**

### **Equal Opportunities and Anti-Discriminatory Practice**

In particular, the Council is committed to ensuring that:

- (a) There is equality of opportunity in terms of access to the Council's services and that the provision of services reflects, and is appropriate to, the needs of the diverse communities within the borough;
- (b) Prospective and present employees are afforded equal and fair treatment in relation to recruitment, selection, terms and conditions of employment, training and promotion.

The Council will work to actively combat discrimination and ensure that prospective or present employees, and those who wish to use the Council's services, are not treated less favourably.

We will seek to ensure:

- that all candidates have access to the same standards of training and assessment
- the materials used in training and assessment will avoid the use of anything that may cause offence or discrimination to any persons
- Candidates with special assessment needs who cannot take part in conventional assessment, will be provided with alternative means of assessment as approved by the Awarding Bodies.

### **Practical implementation of the Policy**

1. All candidates wishing to undertake qualifications, will receive an induction to the process. This will include a full explanation of the current equal opportunities and anti-discriminatory practice policy as it affects them. They will have copies of all the relevant documents and an opportunity to discuss and understand their implications.
2. All assessors and Internal Quality Assurance will be trained to Learning and Skills standards and training will include the anti-racist and anti-discriminatory requirements.
3. Work based assessors and Internal Quality Assurance will be expected to monitor and report on the implementation of the equal opportunities and anti-discriminatory requirements.
4. Equal opportunities policy will monitor assessor and verifier practice on their ability to meet the requirements of the Policy.

5. Candidates will be asked to complete the equal opportunities monitoring form which will be used to determine the relative progress of candidates from different groups. This will enable the Equal Opportunities Monitoring Panel and Management Committee to identify any inequalities in the registration progress or achievement of the qualification.

## COMPLAINTS PROCEDURE.

**AIM** To deal with complaints about the process (rather than the content) of assessment in a fair and equitable way within a given time scale and use them as a means of improving Assessment Centre performance.

The complaints procedure will be made public to all those involved in the assessment process i.e. candidates, assessors, internal and External Quality Assurance.

Any contravention of the assessment contract signed by individuals, or the Equal Opportunities Policy, would constitute grounds for making a complaint.

The Complaints Panel will be determined by the Assessment Centre.

Any decision taken by the Complaints Panel will be implemented within 14 days of the decision being taken. The Assessment Centre will be responsible for evaluating the impact of the complaints as a means of improving future procedures/performance.

### **How to make an complaint**

1. If a candidate wishes to complain they should write to the Quality Assurance Co-ordinator within 20 days of the issue arising. The letter should give full details of the reasons for the complaint.
2. The Quality Assurance Co-ordinator will:
  - a) Set a date for the complaint to be considered by a complaints panel
  - b) attempt to find a solution with the individuals concerned
  - c) notify the External Quality Assurer that a complaint has been lodged (if not resolved in b) above), giving details of how it will be heard, including the composition of the complaints panel.
3. The complaint's panel will meet to consider the complaint within 20 working days of the Quality Assurance Co-ordinator receiving the complaint.
4. The panel will check that it has received full accounts from all parties involved in the issue
5. The Quality Assurance Co-ordinator, on behalf of the panel, will inform the candidate of the outcome of the hearing within three days. If candidates disagree with the outcome they have the right to complain directly to City and Guilds.

## APPEALS PROCEDURE

Assessment should be an open process and if you don't agree with an assessment decision (or are not happy about how an assessment was done) you should talk to your assessor and explain the reasons for your disagreement. Your assessor will discuss the assessment requirements with you but, if you still disagree, you have the right to appeal.

### **How to make an appeal**

1. If a candidate wishes to appeal they should write to the Centre contact within 20 days of the candidate being notified of the assessment decision.  
The letter should give full details of the reasons for the appeal.
2. The Centre Contact will:
  - a) Set a date for the appeal to be considered by an appeals panel
  - b) attempt to find a solution with the candidate and assessor, for example through another assessment or reconsideration of the evidence
  - c) notify the assessment centre that an appeal has been lodged (if not resolved in b) above), give details of how it will be heard, including the composition of the appeals panel.
3. The appeals panel will meet to consider the appeal within 20 working days of the Quality Assurance Co-ordinator receiving the appeal.
  - a) The appeals panel will be made up of two representatives from the Assessment Centre, and three Learning and Skills Co-ordinators not connected with the assessment.
  - b) The panel will check that the Assessment Centre has received full accounts from all parties involved in the assessment
  - c) The Quality Assurance Co-ordinator, on behalf of the panel, will inform the candidate of the outcome of the appeal within three days of the hearing. If candidates disagree with the outcome they have the right to appeal directly to City and Guilds.
  - d) The outcome of the appeal will be one of the following:
    - confirmation of the original decision
    - instructions that the competence be reassessed by the same or a different assessor
    - a judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be overturned

THIS FORM MUST BE PLACED IN THE FIRST SECTION OF  
YOUR PORTFOLIO

Candidate Name: ..... City & Guilds Enrolment No. ....

1. My Assessment Centre Name and Address is  
**Adult Learning Gateshead Council, Dryden Centre, Evistones Road, Low Fell,  
Gateshead NE9 5UR**
2. My Assessment Centre Number is: **512007**
3. My Assessor is: **Leo Africano** Tel: 07775 404 733
4. My Internal Quality Assurer is: **Cate Clegg** Tel: 07929 121738
5. My Training Centre Contact is **Dryden Centre** Tel: 0191 4338786
6. My Assessment Centre's Quality Assurance Co Ordinator (QAC) is  
**Victoria Tipling**
7. The Assessment Centre's External Quality Assurer is **Anne Crichlow**.
8. My Awarding Body is **City & Guilds** and they can be contacted at their regional  
office in Tel: 0191 402 5100 (C&G)

If I am unhappy about my assessment process these are the people to whom I can  
complain in the order 1 to 8 above.

Please sign this form with your assessor as evidence that the appeals process has been  
explained to you and to indicate that you have received and understood how to use the  
Complaints/Appeals Procedure.

**Learner Name**

Print .....

Signature.....

**Assessor Name**

Print .....

Signature.....

Date.....

File copy  
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Signature.....

**Assessor Name**

Print .....

Signature.....

Date.....