

N/SVQ guide for centres and candidates

Candidate guide



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City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

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1 About this document

You are about to start a City & Guilds National Vocational Qualification or Scottish Vocational Qualification (N/SVQ). We wish you every success and hope that this will be one of many City & Guilds qualifications which you take throughout your life. In Section 2 'About City & Guilds' we will tell you about the range of City & Guilds qualifications you may choose from in the future.

This guide is part of a set made up of

- a guide for your centre
- a set of recording forms which your centre may be using (there are some references to these forms in this guide), and
- this guide, which is for you, the candidate.

But first, how will this guide help you to complete your N/SVQ? It will tell you about

- what N/SVQs are
- how they fit into apprenticeships
- the steps you will go through to gain your N/SVQ
- the help you will get from the organisation you have chosen to take you through the City & Guilds N/SVQ
- the people who will work with you and what they have to do
- what you have to do to make sure you get your qualification
- how to plan, collect and organise information to show that you are competent at your job
- the words which will be used by the people you will work with to gain the N/SVQ.

This guide does not contain detailed information about your N/SVQ as this is in the *Standards and assessment requirements* document which you will be using when you start the qualification. This contains

- the national occupational standards which make up your N/SVQ
- information about the evidence you have to collect to show you can work to those standards
- and, possibly, extra forms to help you organise the evidence you have collected.

You will read more about how to do all this later, in Sections 6 'Initial assessment', 7 'Assessment' and 8 'Recording evidence'.

2 About City & Guilds

City & Guilds is the UK's leading awarding body for vocational qualifications, and awards over one million certificates every year. We work closely with industry bodies, so you can be sure that the awards we offer are relevant to today's workplace, give you skills and knowledge that employers are looking for and the quality standards they can trust. And with over 500 qualifications available from entry level to the highest levels of professional ability, we can help you progress in your chosen career, change direction or make the most of your leisure time.

City & Guilds is recognised all over the world, so if you want to be a manager in the Midlands, an engineer in Edinburgh, a hairdresser in Hungary or an IT practitioner in India – we have the qualifications that get you there.

Helping you succeed with Smartscreen.co.uk

Many of City & Guilds' qualifications are supported by Smartscreen. Smartscreen is an e-learning portal, set up by City & Guilds, to provide dedicated online support to candidates, tutors and assessors of our qualifications.

Smartscreen already supports many of our qualifications and more are being added every month. Ask your centre to let you know if your qualification is on Smartscreen and if the centre has subscribed to it.

If yes, your centre will be able to ask City & Guilds to issue you with your unique log in and password to access the candidate support section.

Depending on the qualification, the sort of information you will find to help you could include

- suggested reading lists and useful websites to help with your learning
- advice on completing your portfolio
- revision help
- suggested tasks and worksheets
- discussion groups
- career information tailored to your qualification.

3 N/SVQs and the National Qualifications Framework

Organisations involved with your N/SVQ

As you go through your N/SVQ you will hear the names of a number of organisations who have been involved in creating your qualification.

Sector Skills Councils (SSCs)

A Sector Skills Council is an organisation which will have developed the national occupational standards which are the main part of an N/SVQ. There is a Sector Skills Council for most areas of work in the UK. For example, there is one for hairdressing, one for construction, one for agriculture and so on. The standards in your qualification will describe what you are expected to be able to do in your job. They also state what evidence you have to provide to show that you can do your job as the standards describe.

Regulatory authorities

The Qualifications Curriculum Authority (QCA) will approve the NVQs developed from the standards to be provided in England, Wales and Northern Ireland. In Scotland, the Scottish Qualifications Authority (SQA) does this for SVQs. City & Guilds, which is an awarding body, is approved by QCA or SQA to provide NVQs and SVQs.

What are N/SVQs?

National and Scottish Vocational Qualifications (N/SVQs) are nationally recognised qualifications. They are gained in the workplace. When you achieve your N/SVQ it will show that you are competent in your job – able to do something skilfully and to know why it is done that way.

There are five levels of N/SVQs:

Level	What you have to show to achieve the qualification
1	At Level 1 you would need to show that you have the basic knowledge and skills to carry out every day activities in the workplace.
2	At this level you will need to show that you have good knowledge and understanding of an area of work and the skills to carry out a variety of tasks with some guidance or supervision.
3	At Level 3 you will need to show that you can apply a range of knowledge, skills and understanding to your work and work independently. You may supervise and/or train others.
4	At this level you will need to be working in a specialist job which involves analysing a high level of information and knowledge to show the skills, understanding and knowledge. You will be working in a technical or professional job and/or managing and developing others.
5	To achieve at this level you will have to show that you can apply high levels of knowledge, understanding and skill and can formulate solutions and responses to complex problems and situations. You will be a higher grade technician, professional or manager and have a high level of competence in managing and training others.

The structure of N/SVQs

The national occupational standards in your qualification will be grouped into the main activities which make up a job. These groups of activities are called units (except for a few N/SVQs where they are called 'areas of competence', but in this guide we will refer to them as 'units'). There are three types of units. The standards for your own N/SVQ will tell you which types of units you need to complete, and how many units there are to choose from.

- **Mandatory units** – you will have to achieve all of these to get your N/SVQ. You may also have to achieve some optional units.
- **Optional units** – you may be able to choose from a number of optional units if your N/SVQ includes optional units. You will be helped to choose the best optional units to match your job or interests.
- **Additional units** – you do not have to achieve these to gain the N/SVQ. They show extra areas of work in which you are competent. You will be helped to decide if you should take any additional units. They will be listed on your Certificate of Unit Credit, issued by City & Guilds, with all the other units you have achieved.

The structure of a unit

Each unit describes what you must be able to do to show you can competently perform a part of your job. Competence is being able to do something skilfully and to know why it is done that way. To achieve your N/SVQ you must show that you can perform a number of tasks competently on a number of occasions.

Units may be broken down into a number of parts. Your N/SVQ units may be broken down in this way:

- **unit title** – with a description, telling you what the unit is about
- **element/outcomes** – which describe the tasks to be done
- **performance criteria** – these state what you have to do to show you can perform the task
- **scope or range or range statements** – these state the situations in which you have to be able to perform the task
- **knowledge and understanding or underpinning knowledge** – these state what you have to know to perform the task to the standard
- **evidence requirements** – what you have to produce to show that you can do and know all of this.

Apprenticeships

If you are an apprentice you will take other qualifications in addition to the N/SVQ. These may be certificated by City & Guilds or another awarding body.

There are two types of apprenticeships in England, Wales and Northern Ireland:

- **Apprenticeships** (called **Traineeships** in Northern Ireland and **Foundation Modern Apprenticeships** in Wales). If you are on this programme you will take
 - a National Vocational Qualification at Level 2
 - key skills – usually two or more of Communication, Application of Number, Information and Communication Technology, Working with Others, Improving Own Learning and Performance, and Problem Solving
 - employee responsibilities and rights (usually covered in induction)
 - and, in some cases, a Technical Certificate. This is a qualification which covers the knowledge and understanding of your job
 - in addition, you may have to take part of another NVQ or a special training programme, for example, health and safety or hygiene at work.
- **Advanced Apprenticeships** (called **Modern Apprenticeships** in Northern Ireland and Wales). If you are on this programme, you will take
 - a National Vocational Qualification at Level 3
 - key skills – usually two or more of Communication, Application of Number, Information and Communication Technology, Working with Others, Improving Own Learning and Performance, and Problem Solving
 - employee responsibilities and rights (usually covered in induction)
 - and a Technical Certificate. This is a qualification which covers the knowledge and understanding of your job
 - in addition, you may have to take part of another NVQ or a special training programme such as health and safety or hygiene at work.

In Scotland, if you are following a **Modern Apprenticeship** programme you will take:

- a Scottish Vocational Qualification at Level 3
- core skills covering Communication, Numeracy, Information Technology, Working with Others, Problem solving (if these have not already been covered by your Standards and/or Highers)
- possibly, a qualification covering the knowledge and understanding of your job, depending on the programme
- and, possibly, units from another SVQ, again depending on the programme.

Your apprenticeship may last between one and three years.

4 N/SVQ Centres

Many types of organisations can become City & Guilds centres including colleges, companies, hospitals, training providers.

Your N/SVQ centre may or may not be the organisation for which you work but assessment will be done at your place of work.

Learning/training programmes

Any learning/training which you may need to help you to complete your N/SVQ will be identified by the N/SVQ centre once you start the programme.

You may do your learning at your centre or at work, or use training/learning materials to help you.

Responsibilities of the N/SVQ centre

The N/SVQ centre will take care of all the administration of your N/SVQ. The centre staff will make sure that you are registered with City & Guilds for the qualification and that your certificate is applied for at the right time.

Your centre will take you through an induction and initial assessment so that you are clear about how the whole N/SVQ assessment process will work. Induction and initial assessment are covered in detail in Sections 5 'Induction' and 6 'Initial assessment'.

The induction section will explain

- who from the centre will work with you
- what they will do and
- what you will have to do to make sure that you are successful.

These sections will also tell you how these people work with their N/SVQ candidates and what guidance and support you can expect from them.

Most importantly they will explain to you how your centre will assess your N/SVQ.

5 Induction

Your induction to the N/SVQ will cover a number of important areas.

Your responsibilities

Your responsibilities as a City & Guilds N/SVQ candidate are to

- give your N/SVQ centre all the personal details they will need to register you with City & Guilds
- participate in an induction and initial assessment
- agree with your N/SVQ centre a personal assessment plan. This will show
 - how and when you are going to be assessed at work
 - the evidence you will have to provide and
 - may name other people at your place of work who you will ask to provide you with evidence
- collect the evidence which will show that you carry out your job competently
- organise the evidence in a file and show how the evidence covers the national occupational standards in your N/SVQ
- discuss changes to your assessment plan with your assessor
- discuss your evidence with other people from the centre and City & Guilds.

You will receive help and guidance from your centre and they will explain your responsibilities to you.

Later in this guide we explain who these other people are and how you can identify and collect evidence.

We will also explain what is meant by assessment and how you can prepare to be assessed as you carry out your work.

Registering with City & Guilds

We have already explained that your N/SVQ centre is responsible for registering you with City & Guilds.

When you are registered with City & Guilds for the first time, your centre will be sent a number which is your personal City & Guilds enrolment number. You should keep this in a safe place as you may need it again. Whenever you are enrolled on a City & Guilds qualification you should give the centre providing the qualification your enrolment number. This enables City & Guilds to keep a record for you of every N/SVQ unit, and any other City & Guilds qualifications, you achieve.

For your N/SVQ, you will be registered with City & Guilds as a candidate of your N/SVQ centre. Your centre also has a City & Guilds centre number which is their unique number. If you were to move to a new area before you completed your N/SVQ and had a new job similar to your old job you may wish to continue with your N/SVQ and sign up with a new City & Guilds N/SVQ centre. By using your personal enrolment number, your new centre would be able to transfer your City & Guilds N/SVQ registration to their centre.

Health and Safety

All N/SVQ centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds checks this when they visit assessment centres.

As your assessment will take place in the workplace, you will have responsibility for making sure that you understand the Health and Safety regulations which apply in your place of work. Most N/SVQs have one unit which is concerned with Health and Safety at work and so you may be asked to gather evidence to show that you not only know and understand the regulations but can also put them into practice.

Equal opportunities

Your N/SVQ centre will have an equal opportunities policy. This means that they will agree to provide equal opportunities to all their candidates, whatever their age, gender, racial origin, nationality, creed for example. Your N/SVQ centre may gather information during induction about your gender, ethnic background and any alternative assessment needs you may have. You will be advised by the centre about your rights under the Data Protection Act 2001.

The City & Guilds Equal Opportunities Policy is available on the City & Guilds website www.cityandguilds.com, from your centre or from the City & Guilds Customer Relations team.

Access to assessment

City & Guilds N/SVQ centres will make alternative assessment arrangements to allow you to show that you can meet the standards, if you are eligible and the N/SVQ allows for this. Your N/SVQ centre will explain this to you during your induction. If you have a need, your centre will make the arrangements required and these will be outlined in your assessment plan. The centre may need to discuss these arrangements with City & Guilds. The guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from your centre or from the City & Guilds Customer Relations team.

Complaints and appeals

N/SVQ centres must have a policy and procedure to deal with any complaints you may have and an appeal against an assessment decision. The procedure will be explained during induction and you will be provided with information about which person in your N/SVQ centre is responsible for this.

The City & Guilds policy and procedure is available on the City & Guilds website www.cityandguilds.com, from your centre or from the City & Guilds Customer Relations team.

Assessment roles and responsibilities

During your induction you will be given information about the different people who will be involved in your assessment and how you will be able to contact them.

The person you will see most will be your assessor.

Your assessor will

- be provided by your N/SVQ centre
- help you to identify any training you may need
- agree an assessment plan with you helping you to identify how you can gather evidence to show you are competent at your job
- help you negotiate with your manager if you need to expand your job to gather all the evidence you need for your qualification
- assess you in your workplace by observing you working, questioning you and looking at what you produce in your work
- make decisions about your evidence, judging if you are competent and providing you with an explanation about their decision – this is called feedback and should be written down
- be experienced in your area of work
- be qualified as an N/SVQ assessor or working towards a qualification as an assessor.

Other people who may be involved in your N/SVQ assessment include:

Mentors

You will be encouraged to identify people in your workplace who may be able to give you support, training and/or evidence. These people are often called mentors. They are in a very good position to give you a witness testimony.

Witnesses

These are normally people in your workplace who regularly see you doing your job and who know how your job should be done. As you plan your assessment with your assessor you will be asked to think about who these people are. They may be your supervisor or manager.

The best witnesses are expert witnesses which means that they are competent to do your job themselves, understand the standards you are working towards and their role as a witness. Your line manager could be an expert witness.

Non-expert witnesses may also give you a testimony, but they are not usually competent to do your job themselves. A customer could be a non-expert witness.

Witnesses will be asked to report on the way you do parts of your job. This is evidence for your assessor to judge.

Your N/SVQ assessor will show you how to complete a form to show the names and details of any witnesses who provide evidence for your N/SVQ.

Internal verifiers

You may meet one more member of the centre N/SVQ team – the internal verifier.

Your internal verifier will

- be part of the N/SVQ centre staff
- make sure that all the N/SVQ assessors are making judgements on evidence which meets the standards
- visit your place of work to see you being assessed and may wish to speak with you
- check the assessment of your portfolio of evidence
- be experienced and knowledgeable in your area of work
- be a qualified internal verifier or be working towards that qualification
- check your assessor is following correct assessment procedures – the internal verifier is not checking you!

External verifiers

City & Guilds has to make sure that all its N/SVQ centres meet the standards which the regulatory authorities have set. To do this, City & Guilds will make visits to your N/SVQ centre to check that the standards are being kept. External verifiers carry out this work for City & Guilds. You may meet the external verifier when they visit your place of work.

The external verifier will

- be appointed by City & Guilds to make sure that your N/SVQ centre meets the national standards
- check that all assessments made by your N/SVQ centre meet the standards
- make regular visits to your N/SVQ centre to observe assessments and examine evidence in portfolios
- be experienced in and knowledgeable about your area of work
- be a qualified external verifier or working towards that qualification
- be trained by City & Guilds to keep them up to date
- make reports to City & Guilds about your centre.
- check the centre is following the correct assessment and verification procedures – the external verifier is not checking you!

At the end of your induction you may be given a checklist which you will be asked to sign to confirm that you have been given all the information outlined in this section of the N/SVQ Guide.

6 Initial assessment

Your N/SVQ centre will spend time with you at the start of your N/SVQ programme making sure that you

- are taking the right level of N/SVQ
- understand which mandatory units you have to take
- have chosen the optional and additional units you want to take
- understand what you need to know or learn to gain the N/SVQ
- understand what you have to do to collect evidence to show that you are competent
- agree an assessment plan
- agree and sign a learning contract.

Skill scan

Before you start work on your N/SVQ, you and your assessor may complete a skill scan. A skill scan is a quick way of looking at each unit in turn, and helping you to decide

- how much you already know and can do
- whether or not you have evidence to prove this
- whether or not you need further training/learning to meet the standard.

As you do this you will find that

- you already feel competent in some units and are ready to be assessed or
- you may not be so sure about other units and may feel that you are nearly competent but would like a little more training to make sure or
- you may find that you have no experience at all of the work described by some units.

Your assessor will help you with the skill scan and explain how it can be used for planning future assessment and training/learning.

You may be using the skill scan form in the *Recording Forms* provided by City & Guilds.

Choosing optional units

We described, in Section 6, the three types of units which you can take

- mandatory which you must take
- optional which you can choose to make up the number of units in your N/SVQ
- additional units which you do not have to take to gain your N/SVQ but which show your competence in other areas.

The national occupational standards which make up your N/SVQ will be in the *Standards and assessment requirements* document.

Once you have done the skill scan you will have a good idea about which optional units you might like to take. Your assessor will help you to make the decision about which ones it would be best to take.

Your employer may also want to suggest optional units you might take. They may be ones which you have not yet got the experience to take. This may be because your employer wants to give you new experiences at work to enable you to do new types of work. You may also choose units because you have an interest in a particular area of work they cover.

You may choose to take just the number of optional units needed to make up the number of units in the N/SVQ or to take extra units to show your competence in the areas they describe.

Assessment planning

Once you have chosen your units your assessor will start to plan assessment with you. Together, you will look in more detail at your work to choose the activities which

- your assessor will watch you carry out – we call this observation
- will produce the other types of evidence you will need.

We look in more detail at the different types of evidence in Section 7 'Assessment'.

With your assessor you will make and agree an assessment plan. This will show

- the units the plan covers
- when you will be observed
- where you will be observed
- what you will be doing
- what evidence you will produce.

Your assessor will be looking to find tasks which you do at work which will produce evidence for more than one unit. You should be able to take more than one unit at a time.

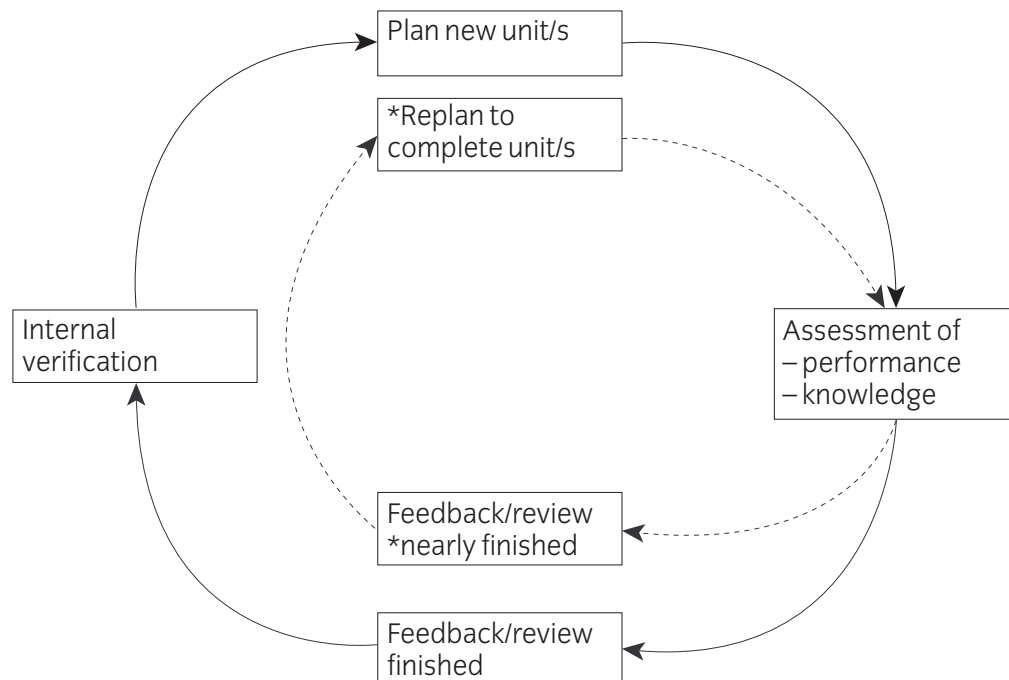
The plan is very important as it will help you prepare for the assessment. You may need to agree with other people that you are to be assessed, especially if you work in a team. You must let your supervisor or manager know so that, as far as possible, your work does not change on the day the assessment is planned.

Each time you prepare with your assessor for an assessment in your workplace, you will make an assessment plan. You will review, update and amend your plan many times as you progress through you N/SVQ. We call this the assessment planning cycle.

You may use the 'Assessment plan and review' form, supplied by City & Guilds, to record and review assessment, or agree another way of recording your plan with your assessor.

The assessment cycle is shown on the next page.

The assessment cycle



This cycle is repeated until all of your units are completed.

Learning contracts

At the end of the initial assessment and induction processes your N/SVQ centre may ask you to sign a learning contract. Your employer and the centre will also sign this.

The learning contract will set out

- what you agree to do to make sure that you gain your qualification. For example
 - agreeing assessment plans
 - preparing for assessment in the workplace
 - making sure your evidence is available for your assessor
 - informing others at work who will be involved in your assessments
 - keeping dates for assessment
 - keeping your evidence safe and letting the assessor, internal and external verifiers see it
 - agreeing feedback from your assessor and carrying out your assessor's suggestions
- what your N/SVQ centre will do to support you to gain your qualification. For example
 - provide you with a full induction programme
 - help you to self assess with a skill scan
 - identify, and make available, an appropriate assessor
 - keep assessment appointments
 - keep records of your assessments safe and secure
 - give you feedback after each assessment
 - register you with City & Guilds and apply for your certificate
- what your employer will do to help you gain your qualification. For example
 - make sure you have the time and type of work to gain the qualification
 - provide training at work or give you time to go to training
 - let the N/SVQ centre know if your job is going to change
 - provide witness testimony about how you do your job.

7 Assessment and types of evidence

Guidance on how you should be assessed and the types of evidence that can be used for your particular N/SVQ can be found in the *N/SVQ Standards and assessment requirements* document. You and your assessor will look carefully at these requirements when completing your assessment plan.

This section contains general guidance about methods of assessment which include:

Observation of performance in the workplace

This is the main method of assessment for many N/SVQs and will provide most of your evidence of competence. Your assessor will observe you carrying out your normal work activities, in your own workplace against the standards.

You may not have the opportunity to cover everything in the standards in your normal work, so in some cases you may be observed in a simulated task. The standards and your assessor will explain when it is acceptable to use simulated tasks.

An example of a simulated task could be dealing with an emergency – it is something that does not happen in your day-to-day work. Simulated tasks can be in the workplace or sometimes in your centre.

Records of observation of performance must be kept. You may use the 'Performance evidence record' form supplied by City & Guilds for this.

Inspection of work products

In your normal work, you may produce objects and documents which can be used as evidence of competence. This evidence must be endorsed by your assessor or a reliable person in your workplace, to say that you produced it. Your assessor may inspect your products of work, or in some cases, you may be able to include them in your portfolio (see Section 8 'Recording evidence').

Questioning

You will often be questioned after you have been observed to make sure that you have the knowledge required and can apply it to your work. You may be asked further questions to check your knowledge and understanding of the range and knowledge statements in the standards.

Questions may be oral, written or computer based. The *N/SVQ Standards and assessment requirements* document will provide details on this for your N/SVQ.

Records of questions and answers must be kept. You may use the 'Questioning record' form supplied by City & Guilds for this.

Professional discussion

Your N/SVQ may require you to have a professional discussion with your assessor which will be recorded on tape or disc. You will explain to your assessor how and why work completed, and the evidence you have produced, meets the requirements of the standards. Your assessor will ask you questions throughout the discussion.

Records of professional discussions must also be kept. You may use the 'Professional discussion record' form supplied by City & Guilds for this.

If you have any evidence as the result of tasks you have completed as part of a team, you must make clear what your individual contribution to the task was and you should not use evidence produced by other colleagues as your own.

Assessment feedback

Your assessor will give you specific feedback on your performance after observations. You will also meet regularly to review your progress and evidence, and update your assessment plan.

Assessment decisions

When you are ready and think you have completed a unit, your assessor will make the final assessment decision. Remember that you must provide enough evidence to meet all the criteria in every unit you are claiming. You must

- satisfy the performance requirements
- cover the whole of the range/scope in the standards
- meet all of the knowledge and understanding criteria.

Your assessor's decision will be either

- that you are competent or
- that you are not yet competent.

If you are not yet competent, you and your assessor will return to the assessment planning cycle (see Section 6) and decide how you can collect further evidence.

8 Recording evidence

We have looked at the different types of evidence you might produce for your N/SVQ. In this section we will look at how you should record your evidence.

The portfolio

A portfolio is a well-organised collection of your evidence for your N/SVQ. It can be any shape or size, depending on the type of evidence you want to have assessed.

Most candidates use an A4 folder or lever arch ring binder for their portfolio. It is also possible to collect and present evidence electronically. Your centre will help you to decide which will be the best option for you when you start your N/SVQ.

The portfolio belongs to you and it is your responsibility to keep it safe and secure. If the portfolio is lost or damaged you may have to reproduce some evidence, which may delay your progress towards your N/SVQ. Your centre may arrange to store the portfolio for you if you decide this is the best way to keep it safe.

Sometimes your centre will need to store the portfolio so it can be checked by the internal and external verifiers. When you have completed your portfolio, the centre will usually keep it until the external verifier has visited. The portfolio will then be returned to you.

Building a portfolio

It is your responsibility to collect your evidence and build a portfolio. Although your centre will help you to do this, it is up to you to make sure you agree a way of organising evidence that you are happy with.

Your portfolio must show how the evidence you have collected covers the standards. It should be clearly logged and referenced, so that your assessor and verifiers can check it easily. You must show you have covered all of the performance, range and knowledge requirements in your standards.

We recommend that you use a simple referencing system for your evidence. You will often find that one piece of evidence can be used for more than one unit or element. In these cases, you should clearly cross-reference the evidence to the units and elements it covers.

There may be some evidence that you cannot put into your portfolio because it is too bulky, or because it is confidential. In these cases, you should make a note in your portfolio to explain where the evidence can be found.

Portfolio contents

Whether you have an electronic or paper-based portfolio, it will need to contain the following information:

Introductory section

- your personal and contact details
- your centre contact details
- the name and number for your N/SVQ
- your City & Guilds enrolment number and date of registration
- your curriculum vitae, job description or personal statement
- names and contact details of staff involved assessing and verifying your N/SVQ
- names and contact details of witnesses
- written declarations for assessed evidence

Assessment section

- a summary of your achievements
- an evidence log or locator to reference your evidence to the standards
- your assessment plans and reviews including
 - your assessment feedback
 - assessment decisions

Evidence section

- your pieces of evidence
- evidence assessment records such as records of observations and professional discussions
- records of questions and your answers.

Many candidates also find it helpful to keep a copy of the standards in the portfolio.

Recording forms

There is a set of City & Guilds Recording Forms you can use to help you build your portfolio. There are also completed examples to refer to, and blank forms which you can photocopy as required.

There may also be forms specific to your N/SVQ which will be in the *N/SVQ Standards and assessment requirements* document. Your centre will tell you which forms you need.

Getting started

Getting started is often the most difficult step! Once you do get started, you will find that you quickly get used to planning assessment, collecting evidence and being observed and will soon be on your way to your N/SVQ!

Remember that staff in your centre are there to help you succeed and provide guidance when you need it on learning and training issues, assessment and recording your evidence.

9 Certification

When you have completed all the units required for your N/SVQ, and they have been assessed and verified, your centre will apply to City & Guilds for your N/SVQ certificate. You will also receive a separate Certificate of Unit Credit, which lists the units you achieved.

If you are not working towards all of the units for a full N/SVQ, your centre will apply for a Certificate of Unit Credit when you have completed your chosen units.

The Certificate and the Certificate of Unit Credit belong to you. Your centre should give them to you as soon as they are received from City & Guilds.

You are advised to keep your certificate in a safe place. If you do lose it, you can apply to City & Guilds for a replacement. There will usually be a charge for this service.

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