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## Introduction to working with City & Guilds/WJEC

A centre guide to administer health and social care, and childcare qualifications in Wales

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# 1 Introduction

The Wales Health, Social Care, and Child Care suite of qualifications is being offered by City & Guilds and WJEC working as a consortium. City & Guilds/WJEC will be the sole provider of a new suite of 19 fundable Health, Social Care, and Childcare qualifications in Wales. Some qualifications will be available for delivery from September 2019

The suite includes qualifications which range from Level 1/2 to Level 5 and assess knowledge and/or practical skills. Some qualifications are 100% internally assessed whilst others have externally marked examinations, externally moderated work and/or externally verified practical assessments. Some qualifications are series-based whilst others are offered on a roll-on, roll-off basis.

## 1.1 Purpose and scope

The purpose of this document is to outline City & Guilds/WJEC processes and procedures in the context of the Health, Social Care and Child Care suite of qualifications.

The document covers how City & Guilds/WJEC will adopt new ways of working, that will impact new and existing centres (to either awarding body) in relation to:

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

In relation to existing City & Guilds and WJEC processes that are not changing as a result of City & Guilds/WJEC working together, this document identifies where the information can be found for each awarding body.

## 1.2 Qualification groups

The table below shows how City & Guilds/WJEC has grouped the qualifications together in relation to their shared assessment characteristics.

In addition, it shows the Awarding Body that is primarily responsible for the assessment and quality assurance of each qualification.

| Group | Qualifications   | Awarding Body | Characteristics  |
|-------|--|---------------|--|
| A     | GCE Health and Social Care and Childcare (7a)  | WJEC          | <ul style="list-style-type: none"> <li>• Knowledge based</li> <li>• Series based</li> </ul>  |
|       | GCSE Health and Social Care and Childcare (1)  | WJEC          | <ul style="list-style-type: none"> <li>• Externally examined and externally moderated</li> <li>• Centre approval required – must meet all JCQ requirements</li> <li>• Follows WJEC standard approval process for General Qualifications</li> </ul> |
| B     | Level 3 Certificate and Diploma in Health and Social Care: Principles and Contexts (7) | WJEC          | <ul style="list-style-type: none"> <li>• Knowledge based</li> <li>• Series based</li> <li>• Externally examined and externally moderated</li> </ul>  |
|       | Level 2 Certificate and Diploma in Health and Social Care: Principles and Contexts (3) | WJEC          | <ul style="list-style-type: none"> <li>• Centre and qualification approval required</li> </ul>   |
| C     | Level 3 Health and Social Care Practice – Adults (5)                                   | City & Guilds | <ul style="list-style-type: none"> <li>• Practice based</li> <li>• Internal assessment</li> </ul>  |
|       | Level 3 Health and Social Care Practice – Children and Young People (6)                | City & Guilds | <ul style="list-style-type: none"> <li>• External verification</li> <li>• Centre and qualification approval required</li> </ul>  |
|       | Level 2 Health and Social Care – Adults (4)  | City & Guilds |  |
| D     | Level 2 Health and Social Care Core (2)  | City & Guilds | <ul style="list-style-type: none"> <li>• Roll-on; roll-off</li> <li>• External test</li> </ul>   |
| E     | Level 2 Children’s Care, Play, Learning and Development Core (11)                      | WJEC          | <ul style="list-style-type: none"> <li>• External verification</li> <li>• Centre and qualification approval required</li> </ul>  |

| Group | Qualifications   | Awarding Body | Characteristics  |
|-------|--|---------------|--|
| F     | Level 3 Children's Care, Play, Learning and Development: Practice and Theory (14)                        | WJEC          | <ul style="list-style-type: none"> <li>• Knowledge and Practice</li> <li>• Examination is series based</li> </ul>                                    |
|       | Level 2 Children's Care, Play, Learning and Development: Practice and Theory (12)                        | WJEC          | <ul style="list-style-type: none"> <li>• Externally examined; external verification</li> <li>• Centre and qualification approval required</li> </ul> |
|       | Level 3 Children's Care, Play, Learning and Development: Practice (15)                                   | City & Guilds | <ul style="list-style-type: none"> <li>• Practice</li> <li>• Internally assessed</li> </ul>  |
|       | Level 2 Children's Care, Play, Learning and Development: Practice (13)                                   | City & Guilds | <ul style="list-style-type: none"> <li>• External verification</li> <li>• Centre and qualification approval required</li> </ul>                      |
| G     | Level 5: Leadership and Management of Children's Care, Play, Learning and Development Practice (18)      | City & Guilds | <ul style="list-style-type: none"> <li>• Practice (18 and 17)</li> <li>• Knowledge (16)</li> </ul>   |
|       | Level 4: Children's Care, Play, Learning and Development with Specialism (17)                            | City & Guilds | <ul style="list-style-type: none"> <li>• Centre and qualification approval required</li> </ul>   |
|       | Level 4: Preparing for Leadership and Management in Children's Care, Play, Learning and Development (16) | City & Guilds |  |
| H     | Level 5: Leadership and Management of Practice (10)  | City & Guilds | <ul style="list-style-type: none"> <li>• Practice (8 and 10)</li> <li>• Knowledge (9)</li> </ul>   |
|       | Level 4: Health and Social Care with Specialism (8)  | City & Guilds | <ul style="list-style-type: none"> <li>• Centre and qualification approval required</li> </ul>   |
|       | Level 4: Preparing for Leadership and Management in Health and Social Care (9)                           | City & Guilds |  |

### 1.3 Qualification specific requirements

City & Guilds/WJEC has developed handbooks/specifications for each qualification being offered within the Health, Social Care and Child Care suite of qualifications. Each handbook/specification gives explicit guidance to centres with regard to:

- The Awarding Body responsible for the qualification
- Qualification structure and unit content
- Assessment methods and assessment criteria
- Support materials
- Guided Learning Hours
- Permissible unit/credit combinations
- Unit learning outcomes
- Learner entry requirements
- Physical resource requirements
- Assessor and Internal Quality Assurer requirements for occupational competency and qualifications held

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

## 2 Centre and qualification approval – Health, Social Care and Childcare

### 2.1 Approval form

Centres applying to deliver the GCSE, AS or A level will follow the WJEC standard centre approval procedure for all general qualifications. For further information regarding approval for these qualifications please email [centres@wjec.co.uk](mailto:centres@wjec.co.uk)

For all qualifications, excluding GCSE and GCE, City & Guilds/WJEC has developed a joint form for centre and/or qualification approval in order to reduce unnecessary administrative burden on centres. Centres would only need to make one application to offer one or more qualifications. Centre information will be shared between the awarding bodies, in order to internally manage their respective approval processes and system requirements. This form, available in English and Welsh, must be used by all organisations seeking approval for City & Guilds/WJEC qualifications whether they are existing centres with City & Guilds and/or WJEC, or new centres to both Awarding Bodies.

### 2.2 Automatic qualification approval

Centres approved for the highest level qualification within a qualification group (see section 1.2) will gain automatic approval for any equal or lower level qualifications within their respective group.

For example, an organisation gaining approval for **Level 3 Certificate and Diploma in Health and Social Care: Principles and Contexts** (within group B) will be granted approval for **Level 2 Certificate and Diploma in Health and Social Care: Principles and Contexts**, also within group B.

Centres who apply only for lower level qualifications within a group will be required to seek additional qualification approval in order to deliver higher level qualifications.

The approval process and centre journey is illustrated in a process flowchart in Appendix 1. The centre and qualification application approval form is in Appendix 2, with supplementary guidance notes for completion of the form in Appendix 3.

## 2.3 Centre approval process

### Pre-application stage

Once an organisation has expressed an interest in offering a Health, Social Care, and Child Care qualification, advice and guidance will be provided by relevant staff. This may be guidance on how to become a centre or specific qualification advice.

### Completing the application form and submission

Organisations will complete an application form and submit to the [approval@hclw.wales](mailto:approval@hclw.wales) 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 evidence. Incomplete forms will be returned, with the missing information indicated.

### Approval activities

Once the form has been reviewed and is in order, it is deemed to have been accepted. Once accepted, the application will be allocated to an External Quality Assurer (EQA) in order for an approval activity to be arranged.

Approval activities could be in the form of a remote activity and/or a visit to the centre.

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 a report following the visit and submit 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.

Once an application has been accepted, an approval decision will be made within 30 working days.

Centres must be aware that they must not recruit learners to City & Guilds/WJEC qualifications until approval has been granted. Delivery of City & Guilds/WJEC 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.

### Approval decisions

Potential approval decisions are listed below. There is no right of appeal to an approval decision.

| Outcome                                    | Rationale   | Actions   | Example  | Timeframe  |
|--|---|---|--|--|
| <b>Approval granted – no actions</b>       | Centre has met all criteria for centre and/or qualification approval  | <b>N/A – Centre can register/enter learners with the Awarding Bodies</b>  | N/A  | N/A  |
| <b>Approval granted with actions</b>       | 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)                                   | <b>Approval report will clearly list outstanding (minor) actions to be completed by the centre. Centre can register/enter learners with the Awarding Bodies</b> | Centre has elements of policies missing that would not impact on assessment or learner experience                            | <b>Dependent on the nature of the actions - up to 3 months to address the actions.</b> |
| <b>Approval not granted – with actions</b> | 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. | <b>Centre and/or qualification approval will not be confirmed. Approval report will list outstanding actions to be completed.</b>                               | Centre does not have occupationally competent assessment /IQA staff, or cannot meet the requirements of the qualification(s) | <b>Up to 6 months to address the actions.</b>  |

Please note - where additional visits are required as an action, these may be subject to charge.

## 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/WJEC is working to provide a joint qualification offer, 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/WJEC will share all relevant information that could have an impact on ongoing centre or qualification approval.

## 2.5 Centre and qualification ongoing quality assurance monitoring

Following approval City & Guilds/WJEC will ensure that centres are subject to ongoing centre and qualification quality assurance monitoring, in line with standard published practices by both awarding bodies.

### Centre monitoring

Ongoing centre monitoring will ensure that a centre continues to have policies, procedures and systems in place to maintain the integrity of the qualifications being delivered. Quality assurance activities will involve checking that centres continue to have the relevant systems, resources, policies and processes in place to meet centre approval criteria.

The type of quality assurance activity will depend upon the qualification(s) being offered and a risk analysis of the centre in question (e.g. have they had any instances of non-compliance or malpractice). The monitoring will include sampling of centre internal quality assurance processes, in line with the relevant awarding body guidance. Centres will also be required to ensure delivery/assessment and IQA staff are qualified and occupationally competent to the standards outlined in the qualification handbooks/specifications.

Centre monitoring quality assurance activities could be either remote or a visit to the centre. For remote activities, a signed declaration confirming ongoing compliance with the above criteria may suffice, or the centre may be required to submit required documentation for review by an EQA. There will be a centre visit to centres with timetabled examinations to ensure that the secure storage meets requirements and that the examination is conducted in accordance with JCQ ICE requirements, where appropriate.

### Qualification monitoring

Qualification monitoring will take the form of the relevant quality assurance activity relating to the assessment method for each qualification, including marking, moderation and/or verification. External Quality Assurers will be jointly appointed by City & Guilds/WJEC awarding bodies to conduct ongoing qualification monitoring and sampling.

As qualifications within the suite differ in terms of delivery and assessment method, the qualification monitoring approach will be included in the assessment strategy for each qualification.

## 2.6 City & Guilds/WJEC Policy & Procedure Documents

The principal governing documents for City & Guilds/WJEC awarding bodies are listed below:

### City & Guilds

- Centre Manual (v7.2)
- Our Quality Assurance Requirements (v5.2)

[www.cityandguilds.com/delivering-our-qualifications/centre-development/quality-assurance/quality-assurance-documents](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/quality-assurance/quality-assurance-documents)

### WJEC

- Qualification Specifications
- Administration arrangements

[www.wjec.co.uk](http://www.wjec.co.uk)

The table below outlines which processes will be using new joint City & Guilds/WJEC procedures, existing awarding body procedures and/or existing Joint Council for Qualifications (JCQ) procedures.

| Process   | New City & Guilds/WJEC document | Existing City & Guilds document  | Existing WJEC document   | Existing JCQ document |
|---|---------------------------------|--|--|-----------------------|
| Application for centre & qualification approval   | ✓                               |  |  |                       |
| General terms (written and enforceable agreement) |                                 | Centre Manual section 3  | General Conditions for WJEC centres<br>JCQ General Regulations     |                       |
| Approval decision confirmation                    | ✓                               |  |  |                       |
| Awarding Body administration/IT systems           |                                 | Centre Manual Section 4<br>Your guide to Walled Garden   | <a href="http://www.wjecservices.co.uk">www.wjecservices.co.uk</a> |                       |
| Candidate registration                            |                                 | Centre Manual section 5  | Entry Procedures and Coding Information                            |                       |
| Candidate entries                                 |                                 | Centre Manual section 5  | Entry Procedures and Coding Information                            |                       |
| Ongoing centre approval monitoring                |                                 | Our Quality Assurance Requirements   | JCQ Inspection<br>Internal Assessment Guide                        |                       |
| Internal assessment                               |                                 | Centre Manual section 6  | Guide to Internal Assessment                                       |                       |
| Internal Quality Assurance                        |                                 | Centre Manual section 6.9<br><br>Guidance on Internal Quality Assurance of Qualifications v1.1 | Guide to Internal Assessment                                       |                       |
| External assessment                               |                                 | Centre Manual section 6.11   | JCQ Instructions for Conducting Examinations                       |                       |

| Process                | New City & Guilds/WJEC document | Existing City & Guilds document   | Existing WJEC document | Existing JCQ document  |
|------------------------|---------------------------------|---|------------------------|--|
| Examinations           |                                 |   |                        | JCQ Instructions for Conducting Examinations                                       |
| Results                |                                 | ✓   | Guide to Results       |  |
| Post-results services  |                                 |   |                        | JCQ Post Results Services  |
| Appeals                |                                 | Enquiries & Appeals Policy v3.3   | Guide to Appeals       | JCQ A guide to the awarding bodies' appeals processes                              |
| Certificates           | ✓                               |   |                        |  |
| Access arrangements    |                                 | Centre Manual section 5.17<br>Access Arrangements & Special Considerations v3.3   | Special Requirements   | JCQ Access Arrangements and Reasonable Adjustments                                 |
| Special considerations |                                 | Access Arrangements & Special Considerations v3.3   | Special Requirements   | JCQ Access Arrangements and Reasonable Adjustments                                 |
| Malpractice            |                                 | Centre Manual section 2.16<br>Managing Cases of suspected malpractice in examination & assessment v6.2<br>Investigation policy v2.1 | Guide to Malpractice   | JCQ Suspected Malpractice in Examinations and Assessments: Policies and Procedures |
| Formal complaints      | ✓                               | Centre Manual section 7<br>Feedback & Complaints Policy v1.3  | Complaints Policy      |  |
| Centre Service         | ✓                               |   |                        |  |

## Contact details

### City & Guilds/WJEC Website

[www.hclw.wales](http://www.hclw.wales)

### General City & Guilds/WJEC email

[info@hclw.wales](mailto:info@hclw.wales)

### City & Guilds/WJEC approval email

[approval@hclw.wales](mailto:approval@hclw.wales)

### City & Guilds Centre Support

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

T: 0844 543 0000

### City & Guilds Quality Team

E: [nations@cityandguilds.com](mailto:nations@cityandguilds.com)

T: 0141 341 5700

### WJEC Centre Support

E: [exams@wjec.co.uk](mailto:exams@wjec.co.uk)

T: 02920 265 077

### WJEC Series Delivery

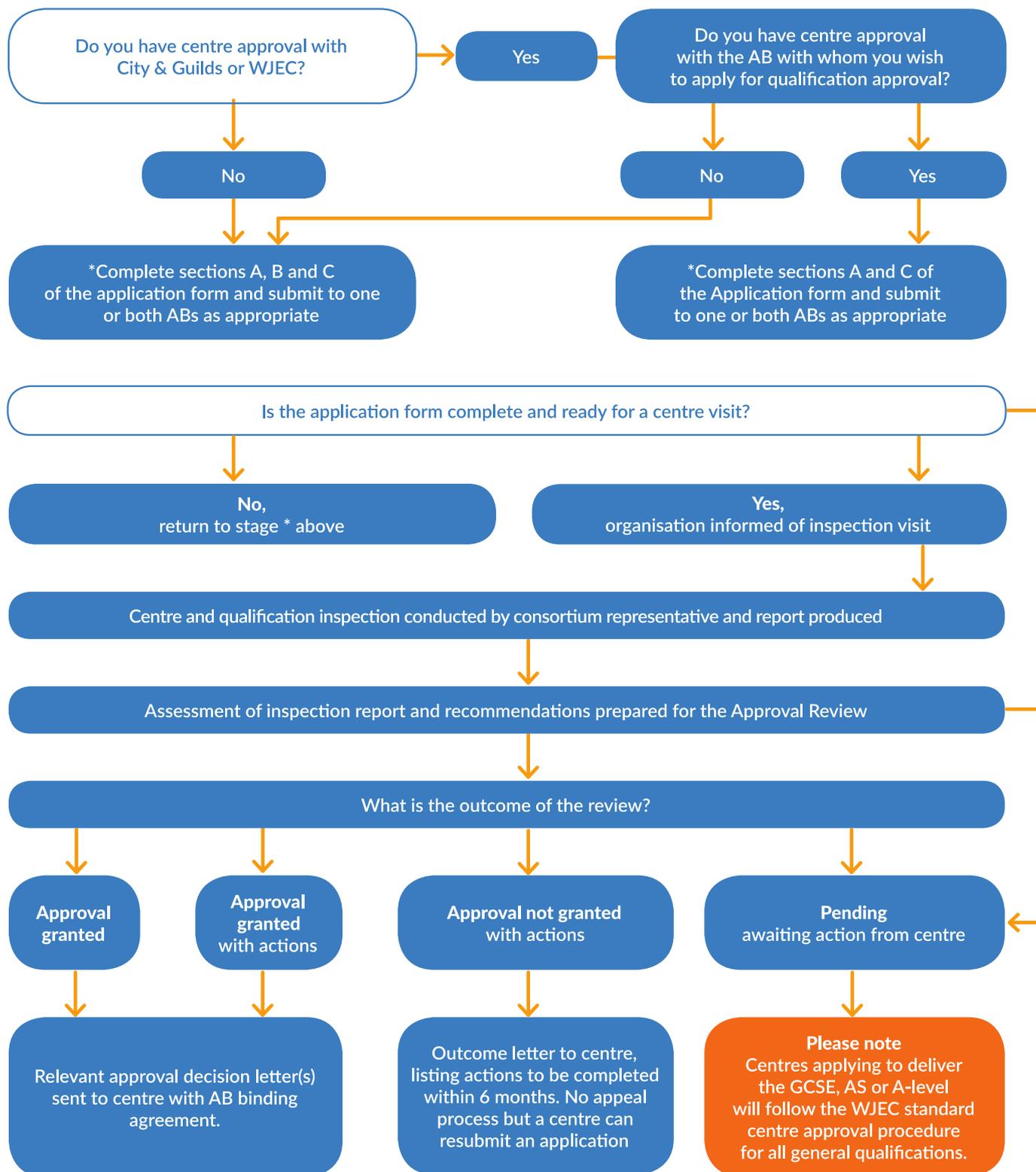
E: [Pathways@wjec.co.uk](mailto:Pathways@wjec.co.uk)

T: 02920 265 444



[www.healthandcarelearning.wales](http://www.healthandcarelearning.wales)  
[approval@hclw.wales](mailto:approval@hclw.wales)

## Appendix 1 Approval Process & Centre Journey



### Application for Centre & Qualification Approval

This form is for organisations applying for centre and/or qualification approval for the Qualifications Wales regulated Health, Social Care and Childcare qualifications offered by City & Guilds and WJEC (excluding GCSE and GCE qualifications).

- New customers should complete sections A, B & C.
- Existing City & Guilds/WJEC centres should complete sections A & C only.
- Please tick to confirm if you are applying for centre and/or qualification approval with City & Guilds and/or WJEC

City & Guilds       WJEC

### Section A Contact Details

#### 1. Centre Details

|      |   |  |
|------|---|--|
| 1.1  | Full centre name  |  |
| 1.2  | Centre name to appear on certificates (if different from above)                                       |  |
| 1.3  | Centre Number (if already approved with City & Guilds or WJEC)  |  |
| 1.4  | Centre address (main teaching and assessment centre to which assessment materials will be despatched) |  |
| 1.5  | Other administration/ head office address (if different from above)                                   |  |
| 1.6  | (i) Company registration number (if applicable)   |  |
|      | (ii) UKPRN (if applicable)  |  |
|      | (iii) DFE – LEA Establishment number (if applicable)  |  |
| 1.7  | Centre telephone number   |  |
| 1.8  | Centre email address  |  |
| 1.9  | Website   |  |
| 1.10 | Fax number  |  |

## 2 Individual contact details

| Role                          | Name | Job title | Phone | Email |
|-------------------------------|------|-----------|-------|-------|
| 2.1 Head of Centre            |      |           |       |       |
| 2.2 Quality Contact           |      |           |       |       |
| 2.3 Examinations Officer      |      |           |       |       |
| 2.4 Emergency Contact Officer |      |           |       |       |

## Section B Centre Approval

Centres already approved by City & Guilds and/or WJEC should progress to section C

### 3. Type of Organisation

- 3.1 Type of organisation
- Secondary Comprehensive or Middle School
  - Sixth Form College
  - Secondary Selective
  - Tertiary College
  - Secondary Modern/High School
  - Academy
  - Independent (including CTCs)
  - Free School
  - Further Education establishment
  - Private Training Provider
  - Other (e.g. College of Higher Education, University Department, Tutorial College, Language School, PRU, HMYOI, HM Prison, Training Centre).
- 3.2 Number of years you have been established
- 3.3 Please indicate any partnership arrangements  
(e.g. training provider working in partnership with a school or supplying services to a local authority)
- 3.4 How are the respective partnership roles and responsibilities documented?

3.5 If you are part of a larger organisation, please provide:

Name of parent organisation

Head office address

Head office telephone number

Head office email address

3.6 Please indicate which funding stream applies to your organisation

Maintained

CTC Trust

Independent

Foundation State

Aided/Special agreement

Higher Education

Controlled

Skills Funding Agency/Young People's Learning Agency

HM Government

Other (please specify)

3.7 Please enter age range of candidates

Age minimum:

Age maximum  
(if over 18 enter adult):

#### 4. Previous Applications

Please declare if your centre has had a previous application for approval refused or withdrawn by any awarding bodies or regulatory bodies, or centre sanction(s) imposed. **Failure to provide full details will result in immediate withdrawal or Centre Approval.**

Centre or qualification approval refused  yes  No

Centre or qualification approval withdrawn  yes  No

Current centre sanction(s) e.g. suspension of registration or certification  yes  No

#### 5. Existing Approvals/Accreditations

If your centre is currently accredited/approved/recognised by any other awarding bodies, regulatory bodies or professional associations, please provide details below.

| Organisation | Centre number | Qualifications offered |
|--------------|---------------|------------------------|
|              |               |                        |
|              |               |                        |
|              |               |                        |
|              |               |                        |

## 6. Centre systems, policies, procedures and resources

| Policy/Procedure centres must have the following written policies/procedures in place prior to submitting an application (these will be checked as part of the approval activity) | Please tick to confirm that you have the following written policies and procedures | Evidence |
|---|--|----------|
| 6.1 Data Protection policy  |  |          |
| 6.2 Child Protection/Safeguarding policy  |  |          |
| 6.3 Access arrangement and special consideration policy   |  |          |
| 6.4 Equalities/Equal Opportunities policy   |  |          |
| 6.5 Health and Safety policy  |  |          |
| 6.6 Public Liability Notice   |  |          |
| 6.7 Complaints policy   |  |          |
| 6.8 6.8 Internal Appeals and Post Results Services policy   |  |          |
| 6.9 Conflict of interest policy   |  |          |
| 6.10 IT policy  |  |          |
| 6.11 Recruitment and Selection policy   |  |          |
| 6.12 Organisational Structure   |  |          |
| 6.13 Continuing Professional Development (CPD) and Training policy  |  |          |
| 6.14 Malpractice policy, including plagiarism   |  |          |
| 6.15 Learner Administration policy  |  |          |
| 6.16 Internal Quality Assurance policy/ Non-Examination Assessment Policy   |  |          |
| 6.17 Exams Contingency Plan/Exams Policy  |  |          |
| 6.18 Welsh Language Policy  |  |          |
| 6.19 All relevant resources to meet the requirements of the relevant qualification specification(s)/ handbook(s)  |  |          |

## 7. Facilities for the Storage of Confidential Materials and Candidate Work

Secure storage will be checked

Please tick  
to confirm

Please provide any additional information, if relevant

Is there a lockable safe/cabinet that is available solely for the storage of examination and other confidential assessment materials?

Is there a lockable safe/cabinet located in a secure room?

Are there between 2-4 keyholders for the safe/cabinet?

Have the keyholders been trained to ensure that materials are held confidentially?

Do you have arrangements to ensure candidates' work is kept securely?

Is your centre permanently staffed during office hours?

Does your centre have a reception that is staffed during office hours?

On which floor is the secure storage room?

Does the secure storage room have a door which leads directly to the exterior of the building?

| 8. Qualification title | Approval being sought? | In which language(s) will candidates be assessed? |       | Expected learner numbers (year 1) | Expected start date (year 1) |
|------------------------|------------------------|---|-------|-----------------------------------|------------------------------|
|                        | Yes                    | English   | Welsh |                                   |                              |

(Level 2) Health and Social Care: Core

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(Level 2) Health and Social Care:  
Principles and Contexts

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(Level 2) Health and Social Care:  
Practice (Adults)

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(Level 3) Health and Social Care:  
Practice (Adults)

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(Level 3) Health and Social Care:  
Practice (Children and Young People)

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(Level 2) Children's Care, Play,  
Learning and Development: Core

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(Level 2) Children's Care, Play,  
Learning and Development: Practice  
and Theory

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(Level 2) Children's Care, Play,  
Learning and Development: Practice

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(Level 3) Children's Care, Play,  
Learning and Development: Practice  
and Theory

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(Level 3) Children's Care, Play,  
Learning and Development: Practice

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## 10. Alternative Locations

Please indicate whether practical or non-examination assessments, examinations or qualification delivery will be conducted at any location other than the centre address specified in Section A, 1.4 (or 1.5 for City & Guilds centres) of this form.

| Type                                  | Held in alternative location? |     | Relationship between centre and alternative location/s (if applicable) | Address and contact details of alternative location/s (if applicable) |
|---------------------------------------|-------------------------------|-----|--|---|
|                                       | No                            | yes |  |   |
| Practical non-examination assessments |                               |     |  |   |
| Written non-examination assessment    |                               |     |  |   |
| Non-timetabled written examinations   |                               |     |  |   |
| Timetabled written examinations       |                               |     |  |   |
| Qualification delivery                |                               |     |  |   |

## 11. Declaration

**This declaration must be completed by the Head of Centre.  
By submitting this form you hereby confirm and agree that:**

- You are authorised to submit this application form on behalf of the centre.
- The information provided in this application form is complete and accurate.
- This application represents an offer to enter into a legal agreement with:
  - City & Guilds. If your offer is accepted by City & Guilds, the Guilds Centre Contract will apply; and
  - WJEC. If your offer is accepted by WJEC, the WJEC Centre Agreement will apply.
- By submitting this application form you agree to be bound by the terms of conditions of each awarding organisation.

First Name

Surname

Position

Email

Date

Telephone

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## Signature

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### 12. Information sharing

If you are seeking approval with both City & Guilds and WJEC we can consider your application jointly. If you wish your application to be considered by both organisations and at the same time, we will need to share the information submitted by you on this application form and any other information and evidence considered as part of the approval process.

If you consent to City & Guilds and WJEC sharing information as specified above, please include your signature below.

---

Signature (which may be typed)

---

Sample

## Appendix 3 Approval form guidance notes

**This guide explains the criteria on the application for centre and qualification approval for the Qualifications Wales regulated Health, Social Care and Childcare qualifications offered by City & Guilds and WJEC.**

The application form must be fully completed by applicants, as outlined below:

- Existing City & Guilds and/or WJEC approved centres:
- Complete sections A, C and declarations

New customers who are not approved centres with either City & Guilds or WJEC:

- Complete sections A, B, C and declarations

### Section A

**To be completed by all applicants (existing City & Guilds and/or WJEC approved centres, and new customers)**

| Criterion | Note   |
|-----------|--|
| 1.1       | The name of your organisation  |
| 1.2       | The name of your centre, if you require a different centre name to appear on certificates issued to learners. This could be a different trading name, for example.   |
| 1.3       | Applicable only to a centre who already holds valid centre approval with either City & Guilds or WJEC. This number is the NCN (National Centre Number) allocated to your centre.   |
| 1.4       | This is the main centre where learning and assessment takes place. Question papers and other confidential assessment materials will be sent to this address and the secure storage arrangements will be checked for compliance.  |
| 1.5       | If your centre has another address different from that listed in 1.4, please record it here  |
| 1.6       | If your organisation is registered with Companies House in the UK, please provide your registration number. If you have a UKPRN allocated by the Register of Learning Providers, please provide your number. If you have a DFE – LEA Establishment Number (LEASTAB), please provide your number  |
| 1.7       | The main phone number for your organisation  |
| 1.8       | The principal email address for your organisation  |
| 1.9       | The website for your organisation  |
| 1.10      | The fax number for your organisation (if applicable)   |
| 2.1       | The Head of Centre is the person responsible for ensuring that the overall management of the centre services and reputation are of a high standard. The head of centre must have a secure email address to which correspondence can be sent. They must have sufficient authority within the organisation to enter into a binding agreement with City & Guilds and/or WJEC. |
| 2.2       | The Quality Contact is the person responsible for ensuring that the management, administrative and quality assurance systems for all City & Guilds/WJEC qualifications are properly maintained throughout the centre. The Quality Contact is the principal point of contact between a centre and City & Guilds/WJEC for quality assurance purposes.                        |
| 2.3       | The Examinations Officer (or equivalent) is the person responsible for the administration and management of all examinations within a centre. The Exams Officer is the principal point of contact for the administration of examinations and other assessments   |
| 2.4       | The Emergency Contact Officer is the nominated person within the centre whom City & Guilds/WJEC will contact in the event of an emergency.   |

## Section B

To be completed only by organisations who do not hold centre approval with either City & Guilds or WJEC. Any organisation who holds valid approval with either Awarding Body should complete sections A, C and the end declarations only.

| Criterion | Note   |
|-----------|--|
| 3.1       | The type of organisation, relevant to the applicant, should be indicated in this field.  |
| 3.2       | Please indicate how long your organisation has been established  |
| 3.3       | This field is to inform City & Guilds/WJEC if you have any contracted partnership arrangements with other organisations, in relation to the delivery, assessment or quality assurance of qualifications.   |
| 3.4       | This field is to document the responsibilities of any formal partnerships outlined in 3.3  |
| 3.5       | If you are part of a larger organisation, the details of the parent organisation should be input in this field.  |
| 3.6       | If any funding streams apply to your organisation, in relation to the delivery, assessment or quality assurance of qualifications, this should be indicated in this field.   |
| 3.7       | This field must be used to indicate the minimum age of learner that your centre will accept for the qualifications offered by City & Guilds/WJEC.  |
| 4         | <p>If any of the following apply to your organisation, it must be indicated here, with explanatory details:</p> <ul style="list-style-type: none"><li>• Refusal of centre or qualification approval by an Awarding or Regulatory Body</li><li>• Withdrawal of centre or qualification approval by an Awarding or Regulatory Body</li><li>• A current suspension or sanction applied by an Awarding or Regulatory Body.</li></ul> <p>This information may inform City &amp; Guilds/WJEC decision to accept or decline the application for approval.</p> |
| 5         | This field must be used to indicate if your organisation holds any current approval or accreditation with an Awarding/Regulatory/Professional Body.  |
| 6         | <p>This field should be used to indicate which of the required policies your organisation currently has in place. Details of the nature of the policies should be input in the "Evidence" field.</p> <p>Applicants are not required to submit the supporting evidence with the application, but this evidence must be available for review during an approval activity.</p> <p>Policies are explained in detail below.</p>   |
| 7         | This field should be used to indicate which of the required secure storage facilities your organisation currently has in place. Applicants are not required to submit supporting evidence with the application, but this evidence must be available for review during an approval activity   |

## Section C

To be completed by all applicants (existing City & Guilds and/or WJEC approved centres, and new customers)

| Criterion | Note   |
|-----------|--|
| 8         | This field should be used to indicate the City & Guilds/WJEC qualifications that approval is being sought for. Applicants should only seek approval for qualifications where they meet the requirements outlined in the relevant qualification handbook(s). Please note that an approval decision will only be made for the qualifications indicated on the application. The additional information is required to determine the intended language of delivery for each qualification as well as the expected learner numbers and initial delivery start date. |
| 9         | <p>This field should be used to list the assessor(s), IQA(s) and delivery staff for each qualification for which approval is being sought.</p> <p>Applicants must ensure that each staff member meets the requirements outlined in the relevant qualification handbook(s) in terms of qualifications held, CPD and occupational competence. Applicants must also indicate clearly which qualification each role is relevant to.</p>  |
| 10        | <p>If the delivery or assessment of City &amp; Guilds/WJEC qualifications is to take place in any location(s) other than those listed in Section A (1.4 &amp; 1.5), this field must be used to record these alternative locations.</p> <p>Examples may include an examination hall, employer sites or assessment venues that are not based in your main site.</p>  |
| 11        | The Declaration is a mandatory component of the application. Completion of the declaration confirms that, should the application be accepted, the applicant agrees to enter into the written and enforceable agreement with City & Guilds and/or WJEC, as outlined in the governing documents for each Awarding Body.  |
| 12        | This Information Sharing Declaration permits City & Guilds/WJEC to share applicant information as part of the approval and ongoing monitoring processes.   |

## Section B

### part 6 guidance – Centre systems, policies, procedures and resources.

Centre policies are internal operating documents which must be evidenced in order to support an application for centre and/or qualification approval

|      | Policy/Procedure   | Note  |
|------|--|---|
| 6.1  | <b>Data Protection policy</b>  | Policy ensuring compliance with the General Data Protection Regulations (GDPR), detail of secure storage & transmission of data   |
| 6.2  | <b>Child Protection/ Safeguarding policy</b>                         | Documented responsibilities for staff and representatives with regards to safeguarding children and vulnerable adults, including Disclosure and Barring Service (DBS clearance)   |
| 6.3  | <b>Access arrangement and special consideration policy</b>           | Policy on how learners with special educational needs, disabilities or temporary injuries may have their assessment needs met without changing the demands of the assessment, or a post examination adjustment to a candidate's mark or grade to reflect temporary injury, illness or other indisposition at the time of the examination/assessment |
| 6.4  | <b>Equalities/Equal Opportunities policy</b>                         | Equal Opportunities policy in place to ensure non-discrimination against learners, staff or others  |
| 6.5  | <b>Health and Safety policy</b>                                      | Statement of compliance with Health & Safety legislation, assurance that facilities & resources to be used for delivery & assessment are fit for purpose.   |
| 6.6  | <b>Public Liability Notice</b>                                       | Certification of insurance which protects against claims of personal injury or property damage that a third party suffers (or claims to have suffered) as a result of your business activities.   |
| 6.7  | <b>Complaints policy</b>   | Internal complaints policy which learners, centre staff and employers can use in the event that they wish to challenge an aspect of the centres operation. Details of process, timelines, outcomes, disseminated to learners & other relevant parties. procedure relating to internal decisions   |
| 6.8  | <b>Internal Appeals and Post Results Services policy</b>             | Internal appeals policy for centre-marked assessment, also including the procedure for access to scripts, clerical re-checks, and reviews of marking/moderation. Details of process, timelines, outcomes, circulated to learners & other relevant parties.  |
| 6.9  | <b>Conflict of interest policy</b>                                   | Policy outlining the principles and procedures for identifying and managing conflicts of interest within a centre   |
| 6.10 | <b>IT policy</b>   | Policy relating to IT facilities and systems used to submit and receive data and information, to include a contingency/recovery plan  |
| 6.11 | <b>Recruitment and selection policy</b>                              | Detail of internal recruitment policy which ensures the recruitment of occupationally competent staff for delivery and assessment of City & Guilds/WJEC qualifications, together with written job descriptions and person specifications  |
| 6.12 | <b>Organisational Structure</b>                                      | Outline of the documented roles and responsibilities for all staff, with specific focus on delivery/assessment/IQA teams  |
| 6.13 | <b>Continuing Professional Development (CPD) and Training policy</b> | Policy to ensure that all staff are appropriately trained, occupationally competent and supported to fulfil their responsibilities, outlining CPD opportunities for centre staff as required by the qualification specification(s)/handbook(s)  |
| 6.14 | <b>Plagiarism and Cheating policy</b>                                | Documented procedures to ensure the validity and reliability of internally assessed work, to include a policy on dealing with instances of learner plagiarism or cheating   |
| 6.15 | <b>Learner Administration policy</b>                                 | Documented procedures relating to the system(s) to enrol, monitor and support learners  |

|   |   |
|---|---|
| 6.16 Internal Quality Assurance/Non-Examination Assessment Policy   | Detailed policy on the sampling strategy & rationale for the Internal Quality Assurance of qualifications, including schedule of standardisation meetings   |
| 6.17 Exams Contingency Plan/Exams Policy  | The examination contingency plan/examinations policy should cover all aspects of examination administration. It will allow senior leaders to have a robust contingency plan in place, minimising risk to examination administration and any adverse impact on students, should, for example, the examinations officer be absent at a critical stage of the examination cycle. |
| 6.18 Welsh Language Policy  | Where applicable – Policy that makes provision for learners who wish to undertake a qualification in the Welsh language.  |
| 6.19 All relevant resources to meet the requirements of the relevant qualification specification(s)/handbook(s) | All other requirements as outlined in the relevant qualification specification(s)/handbook(s)   |



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