

## Assessor guidance

### Introduction

Assessments provided for the Level 3 Diploma in Pharmaceutical Science (5356-03) are mandatory and are provided for centres to use to evidence the knowledge required for individual units in this qualification.

### Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of the qualification.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of [www.cityandguilds.com](http://www.cityandguilds.com). This document also explains the tasks, activities and responsibilities of quality assurance staff.

### Additional Conditions of Use (Assessment Materials)

City & Guilds Assessment Materials are protected by copyright and are supplied only to Approved Centres for use solely for the purpose of summative assessment.

The following conditions, which apply to City & Guilds Assessment Materials, are additional to

- the Standard Copying Conditions which can be found at <http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-do><http://www.cityandguilds.com/help/copyright>; and
- (where the City & Guilds Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations.

The Approved Centre **must**:

- only use the City & Guilds Assessment Materials in formal, summative assessment leading to the award of credit / a qualification and **not** for **any** other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes);
- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions:
  - City & Guilds Assessment Material must be accessible to candidates only during formal assessment as governed by the assessment conditions specified for the qualification;
  - Candidate portfolios may contain assessment results referenced to the assessment taken but should not contain the City & Guilds Assessment Materials (such as assessment tasks or questions or candidates' marked scripts if the tests may be reused (unless otherwise stated));
  - the Approved Centre must not make public **in any format** the contents of any City & Guilds Assessment Materials either in part or in full;

- City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals.
- seek permission from City & Guilds via their Qualification Consultant if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system);
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

## Assessment

This qualification is assessed in the following way:

- an internally marked knowledge test for **each** mandatory unit.

The assessments are set by City & Guilds and are administered by the centre when delivery of the relevant units is complete and candidates are ready to undertake the summative assessments. They are marked and graded internally, using the information (Marking guides) provided and the outcomes recorded on the documents provided by City & Guilds. These assessments are subject to internal and external verification.

As a minimum tutors should deliver the full breadth of the unit. City & Guilds assessments must not be used as teaching materials by tutors/assessors.

Records of candidate coursework and samples of candidate work should be kept so they are easily accessible for the Qualification Consultant to sample to evidence the full delivery of the units.

The assessments candidates have been set for this qualification should **not** prevent access unfairly. If an assessment is thought to prevent unfair access due to the type of evidence required, advice should be sought from the Quality Consultant on providing the evidence in a different format.

## Internally-marked knowledge tests

The tests should be taken under supervised conditions. This means that all activities will be completed with the assessor, or other designated supervisor, present. Strict exam regulations do not apply. It is envisaged that most candidates will take the tests in their normal learning environment with their own tutor/assessor present. No word count applies.

City & Guilds has provided marking guides for **all** tests. The tests must be marked by the centre using the marking and grading criteria provided. Only whole marks should be awarded, half marks are **not** permitted.

The tests and marking guides are available to download from **www.cityandguilds.com**. All documents are password protected. The password can be found on the Walled Garden.

All documents **must** be held securely by centres and not made available to candidates until the day of the assessment. All completed tests should be securely stored by the centre for verification by City & Guilds, and under no circumstances should candidates be allowed to take the tests away with them.

The tasks are summative assessments and it is therefore essential that they are not used for formative purposes and candidates only attempt them when they are judged to be fully ready. A candidate should **not** be allowed to repeat the task until it is evident that they are ready.

For **each** unit City & Guilds has provided **two** versions of the test, Version A and Version B. The **two** versions should be used for multiple cohorts of candidates and to enable resits (eg candidates who fail Version A **must** take Version B for the resit and vice versa). Centres may use either version for the first paper.

Candidates who have failed an assessment are permitted **two more attempts only**. Please note on resits candidates **may only achieve a pass overall**. The centre must provide appropriate feedback and support to enable the candidate to re-sit. If a candidate has failed and does not meet the assessment criteria in the third re-sit, the candidate has failed the unit and the centre should either:

- guide the candidate towards a more suitable qualification, or
- inform the candidate of the right to appeal.

### **Use of resources**

The assessment has been designed to assess the ability of candidates to cover a range of knowledge associated with each unit. City & Guilds expects candidates to have a good understanding of the basic principles of the main medicines used in each therapeutic area. The British National Formulary (BNF) will be available as an allowed reference source in assessments where it would be appropriate.

For those assessments that allow the use of the BNF, the following **must** be adhered to:

- candidates may use their own BNF only as a hard copy (in this case centres must give candidates prior notice that they are responsible for bringing the BNF with them)
- under no circumstances may a candidate use their own laptop, tablet or mobile phone
- if an electronic version of the BNF is the only available option, this must be provided on the centre computer/tablet and must **not** allow candidates access to the internet or internal documents.

### **Feedback**

Assessors are expected to provide feedback on completed assessments. A pro-forma, the **Candidate feedback form**, has been provided for this purpose. Internal verifiers should sign this form on completion of the unit regardless of whether it has been sampled.

Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment. Therefore, assessors should complete the form for each candidate, showing the key information given. This will also serve as an action plan for candidates who are unsuccessful in an assessment and need to undertake further work before repeating an assessment.

### **Using the marking schemes**

Only the knowledge required by the unit may be considered for marking and grading. Any additional skills displayed but which are not required for the unit (eg high levels of presentation) should **not** influence the marking or grading. For unit specific grading please see individual marking guides.

The answers supplied in the marking guides should be used as a guide and assessors should use professional judgement if a candidate's answers differ from those provided. Answers supplied may not provide an exhaustive list of correct answers in all cases. Where the candidate has given an answer which in the professional opinion of the assessor is correct, the allocated marks can be awarded.

## **Recognition of Prior Learning (RPL)**

These summative assessments assess candidate learning, including prior learning. RPL may **not** be used as an alternative.

## **Quality assurance of assessments**

Centres **must** use the provided documentation, unless otherwise agreed, to ensure that Quality Consultants can check that evidence for the assessment is complete and ensure that the allocation of marks is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for external quality assurance sampling, samples of work must be made available to the appointed Quality Consultant who will ensure that

- the quality assurance co-ordinator is undertaking his/her responsibilities
- the quality assurance co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

## **Entry for assessment and certification**

Entry for assessment and certification information can be found on the Walled Garden.

## **Retention of evidence**

In order to fully support candidates, centres are required to retain candidates' evidence until the next Qualification Consultant sampling activity. However, where this is not possible the centre must keep all the relevant assessment records in place to show progress of the candidate for the qualification. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

## FAQs

### ***'I already have learners who have completed their first year, do I now use the new assessments?'***

Yes, centres are advised to begin using the new versions of assessments as soon as available. The existing Version A tests for all units have been updated and the new versions should be used from 1 September 2014. The existing Version A tests will not be available after this date. The Version B tests are new.

### ***'Why do the units in the new assessments have differing pass, merit and distinction marks?'***

Individual grading has been set for each unit to reflect the difficulty of the assessments.

### ***'Why are the new assessments time related?'***

Each paper has a recommended time allowance which has been set respective of the length and marks available in the assessments. Please note this is a guide only. Candidates should not be penalised if they take longer to complete the test. However, centres should adhere to the recommended duration where possible. Please see individual marking guides for durations.

### ***'Can centres choose which assessment to use, either Version A or Version B?'***

Centres may use either version for the first paper. The **two** versions should be used for multiple cohorts of candidates and to enable resits (eg candidates who fail Version A **must** take Version B for the resit and vice versa).

### ***'As there are now two assessments, if a learner fails the first paper and retakes the alternative version, what grade can be given?'***

Candidates who have failed an assessment are permitted **two more attempts only**. Please note for resits, candidates **may only achieve a pass overall**.

### ***'What happens if a learner fails both assessments, Version A and B?'***

Candidates may retake either version, when both versions have previously failed. The version chosen for the final resit will be at the discretion of the tutor/assessor.

### ***'If a candidate fails by a few marks, do they have to take the whole assessment again?'***

If a candidate has taken an assignment that consists entirely of short-answer questions and they fail by a few marks, the candidate will have to retake the entire assessment. However, the highest grade they can achieve is a pass.

### ***'Can I award half marks?'***

No. Only whole marks should be awarded, half marks are **not** permitted. Please refer to your External Quality Assurer (EQA) for further assistance.

Please do not hesitate to contact City & Guilds if you require any further assistance concerning these assessments:

**T: 0844 543 0000**

**F: 0207 294 2413**

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