



National Specialist Accredited Centre

# Learner Information

**cskills  
awards**

CITB-ConstructionSkills'  
Awarding Organisation

APPROVED CENTRE

PAAVQ-SET



## Definition of words used in the training and assessment of learners

- **Learner** - somebody who studies or learns to do something
- **Assessment** - a judgment about something based on an understanding of the situation
- **Explain** - give an account of something with enough clarity and detail to be understood by somebody else
- **State** - to express something in spoken or written words
- **Describe** - to give an account of something by giving details of its characteristics
- **List** - a series of related words, names, numbers, or other items that are arranged in order, one after the other
- **Demonstrate** – to show or prove something clearly and convincingly
- **Questioning** - a situation in which somebody is asked a series of questions, especially formally or officially
- **Observation** - the careful watching and recording of something
- **Witness** - somebody who gives evidence after seeing or hearing something
- **Registration** - the process of enrolling at a college or provider, choosing courses, and paying fees
- **Assessor** - somebody who evaluates the work of somebody else
- **Measure** - the size or extent of something, especially in comparison with a known standard
- **Competent** - having enough skill or ability to do something well
- **Method** - a way of doing something or carrying something out, especially according to a plan
- **Plan** - a method of doing something that is worked out in advance
- **Agreement** - a contract or arrangement, either written or verbal
- **Appeal** - a formal request to a higher authority requesting a change in or confirmation of a decision
- **Authentic** - genuine and original
- **Valid** - usable or acceptable until a fixed expiry date or under specific conditions of use
- **Sufficient** - as much as is needed
- **Current** - happening, existing, or in force at the present
- **Plagiarism** - the process of copying another person's idea or written work and claiming it as original



## Learner induction

This guide is intended to assist learners who are currently working towards or intending to start a qualification with NSAC.

Construction competency qualifications formally Scottish and National vocational qualifications (S/NVQ's) have been replaced by the Qualification Credit Frameworks (QCF).

### **1. Learner responsibilities**

Learners are Individuals who are preparing to be assessed for their achievements and occupational competency with the aim of attaining a nationally recognised award. Learners should claim competence by demonstrating or presenting accumulated evidence to be judged by their Assessor.

### **2. Assessor responsibilities**

Are in direct contact with the learner and judge whether evidence proves competence in line with the National Standards. This individual will be a subject matter expert, conversant with the relative National Standards and will also be an accredited Assessor or working towards a relevant qualification.

### **3. Expert Witness**

An Expert Witness should possess the relevant occupational & trade knowledge. The Expert Witness does not have to be a qualified Assessor, but is required to be a subject matter expert with an understanding of the assessment procedure of which he/she is a part. When Learners are in the work place, their line manager, or supervisor could act as Expert Witnesses.

### **4. Internal Quality Assurer responsibilities**

IQA's Work with and support assessors in ensuring the quality of assessment meets the National Standards. The IQA Confirms assessor judgments by sampling some of the assessments made in both an interim and summative manner. The IQA will be accredited or working towards a relevant qualification.

### **5. Quality Advisor / External Verifier**

QA's are appointed by Awarding Bodies to monitor the work of approved S/NVQ Centre's. Visits are made to the Centre to ensure the quality of assessment and verification is meeting the National Standards. They sample a proportion of assessments both in house and on site and will monitor the Centre's systems are in place and being conformed to.

## 6. Persons involved in your Qualification

Assessment of your qualification is carried out in the workplace.

### Expert Witness

- Will have experience in your area of work
- Observes your performance in the work place
- Checks that you carry out safe working practices and meet the quality of work
- Signs and dates your own evidence, to vouch for authenticity
- Liaises with the assessor on your performance

### Assessor .....

- Will have experience in your area of work
- Is responsible for assessments and planning
- Is responsible for judging when you are competent
- Will help you plan and organize your evidence

### Internal Quality Assurer: .....

- Maintains the quality of assessments within the centre

### External Verifier / Quality Advisor: .....

- Employed by Awarding Body to ensure that the centre meets all the relevant National Standards
- Ensures that the assessment process and outcomes are Valid, Authentic, Current and Sufficient.

## Appeals, Equal opportunity and Compliment/Complaints procedures

### 7. Appeals Procedure

As an NSAC learner you have the right to question and challenge the assessment decision made by an assessor.

This procedure is applicable to all Scottish and National Vocational Qualifications (S/NVQ / QCF) registered learners. Learner appeals forms can be obtained from NSAC if required.

The following steps should be followed if a learner wishes to appeal against an assessment decision:

- I. The learner should first discuss the reason for appeal with the assessor if at all possible.
- II. If the learner is not satisfied with the assessors final decision an appeal should be made using the Appeals Form (request from centre) within 10 working days.
- III. The Internal Quality Assurer (IQA) will confirm with the learner that an appeal has been lodged, then after investigation of the appeal provide them with a written account of the appeal and subsequent action, within 10 working days of receipt
- IV. If the learner still wants to progress the appeal it will be referred to the Centre Quality Assurance Manager who will confirm with the learner that a continuation of the appeal has been lodged and provide them with a written account of the appeal and subsequent actions, within 10 working days of receipt
- V. The actions and outcome of the appeal must be recorded using the IQA reporting document and entered onto the Master Appeals Record. These must be stored in LiveLink in the Appeals folder. This will be used to inform the Quality Adviser/External Verifier of actions taken and the outcome.

Comprehensive records should be made of any appeal and subsequent actions and findings in-line with the Awarding Body and NSAC guidelines.

### 8. Malpractice

Learners must be aware of the consequences of malpractice in creating and presenting evidence for assessment which includes falsifying evidence and plagiarism. Assessors and the quality assurance process will be managed to ensure wherever possible that evidence is authentic and free of malpractice.

If a learner is found to be in breach of these rules the assessor can ask for the work to be re-submitted with additional evidence and or assessments applied. The relevant Internal Quality Assurer will be notified to monitor the process and an increase of sampling of that learner will be applied.

If the learner continues with malpractice then their work will be forwarded, again to the relevant Internal Quality Assurer and the Centre Quality Assurance Manager, who will investigate and where appropriate the learner will be suspended from learning until a completed review has taken place.

The possible outcomes could be further detailed assessment conditions applied or a possible withdrawal from the course of learning.

## 9. Confidentiality

We will keep your personal details safe and will only use your data for CITB NSAC business; all staff and those individuals contracted to NSAC follow the CSkills awards data protection policy.

## 10. Equal opportunities policy

This policy relates to all NSAC remits, including but not exclusive to, Assessment, quality assurance, development of qualifications and customer service.

We are committed to providing equal opportunities for all learners seeking to gain our awards. Our policy is to ensure that learners are treated as individuals and no learner receives less favourable treatment than any other on the grounds of race, colour, nationality, ethnic origin, gender, marital status, religion, sexuality, political belief or disability. A further aim is that no learner is disadvantaged by any conditions or procedures that cannot be justified as relevant to assessment

## 11. Compliments / Complaints Procedure

Your usual contact will try to resolve your complaint wherever they can however if your issue cannot be resolved and you have a complaint or want to compliment us on our service, you can contact us either by email at: [enquiry.NSAC@CITB.co.uk](mailto:enquiry.NSAC@CITB.co.uk) or by telephone 0300 456 5561 or in writing to the following all correspondence should be addressed to the Centre manager We will acknowledge receipt, investigate and do our best to respond to you within 10 working days of receipt

Centre Manager  
CITB NSAC  
Unit 1 & 2 First Floor Bridge Business Park  
674 Melton Road Thurmaston Leicester  
LE4 8BB  
Tel: 0300 456 5561

Centre Manager  
CITB NSAC  
4 Fountain Avenue  
Inchinnan Industrial Estate  
Renfrew  
PA4 9RQ  
Tel: 0300 456 5561

Additionally, if you feel your complaint or compliment has not been dealt with sufficiently you can use the CITB complaints process accessed through the following web address:  
<http://www.citb.co.uk/en-GB/About-us/Complaints-feedback/>

## **Statement of Service - Information, Advice & Guidance**

The National Specialist Accredited Centre (NSAC), are the delivery arm of the National Specialists (NS) and delivers training and assessment to minority specialist construction sectors that are unable to get what they need from traditional training centres.

Our aim at NSAC is, with the individual or organisation, to identify and provide training and assessments that are developed to match the bespoke nature of the specialist industry whilst minimising downtime and absence from the workplace.

### **Our Staff**

- We have a clearly defined management and staffing structure to manage our delivery
- NSAC staff will hold the appropriate current qualifications and training, their knowledge and skills are continuously updated through managed ongoing staff development

### **Our Services**

- A confidential, impartial and objective information and advice service concerned for the individual or group about learning opportunities, skills, qualifications, career progression and how to access them.
- Written information, on our website or upon request, on all training and qualification opportunities.
- Ongoing support for the individual or organisation, from an initial assessment and through training, assessment and personal development.
- Advice and support services to help individuals learn effectively particularly if requiring additional needs.
- Provision of support to enable clients to explore and understand their decision making.
- A referral and signposting service to other stakeholders if we are unable to provide the information and advice.

### **Our commitment to delivering a quality service**

- Clearly defined aims and objectives for our delivery that are linked to CITB aims and objectives – these can be found within the CITB Business Plan.
- Effective and robust policies and procedures in place that underpin our delivery these can be found on our Web site (<http://www.citb.co.uk/>)
- Effective partnerships internally and with stakeholders to ensure we deliver best practice
- Monitor the effectiveness of customer satisfaction to meet a minimum of 90% highly satisfied.
- Communicating effectively regarding customer feedback to identify and promote positive change in how we deliver our products and services.
- Continual development on the use of technology for our services

The quality of our service and delivery has been confirmed through our OFSTED Inspection (November 2012) and re-accreditation of MATRIX standard (August 2013). These identify we are providing a quality service across the diverse range and nature of our customers

### **Feedback, Comments, Complaints and Compliments**

We aim to continue giving the best possible service to all our customers so please let us know where we have done something well or if something isn't quite right and we will do our best to help

Your usual CITB/NS/NSAC contact will try to resolve any complaint wherever they can. However, if this hasn't been possible, please e-mail us at [complaints@citb.co.uk](mailto:complaints@citb.co.uk). We will acknowledge receipt, investigate and do our best to respond to you within 10 working days of receipt.

### **NST/NSAC Office opening hours and contact numbers/email address**

9am – 5pm Monday to Friday [enquiries.nsac@citb.co.uk](mailto:enquiries.nsac@citb.co.uk) / [nstenquiries@citb.co.uk](mailto:nstenquiries@citb.co.uk)

**NSAC** Tel: 0300 456 5561/fax 0300 456 5562

**NS** Tel: 0300 456 5557 /fax 0300 456 5558

CITB, National Specialists  
Unit 1 & 2  
674 Melton Road  
Thurmaston, Leicester  
LE4 8BB

**We are continually evaluating our products services with you and would welcome your feedback at every opportunity.**

**You can view further information on the services of NS/NSAC by visiting the following web site:**

[www.citb.co.uk/Training-courses/national-specialist-team-and-national-specialist-accredited-centre/what-nsac-does](http://www.citb.co.uk/Training-courses/national-specialist-team-and-national-specialist-accredited-centre/what-nsac-does)





**Below are telephone numbers and addresses to help sign post you to further information.**

<b>Body</b>	<b>Telephone</b>	<b>Email</b>
Skills Funding Agency		<a href="http://www.skillsfundingagency.bis.gov.uk/">www.skillsfundingagency.bis.gov.uk/</a>
Construction Skills Certification Scheme	08445768777	<a href="http://www.cscs.uk.com">www.cscs.uk.com</a>
Construction Plant Certification Scheme	0870 417 7274	<a href="http://www.cskills.org/cpcs">www.cskills.org/cpcs</a>
Construction Industry Training Board CITB	0844 844 0046	<a href="http://www.citb.co.uk">www.citb.co.uk</a>
Cskills Awards	0344 994 4133	<a href="http://www.cskills.org/awards">www.cskills.org/awards</a>
Dyslexia action	01784 222300	<a href="http://www.dyslexiaaction.org.uk">www.dyslexiaaction.org.uk</a>
Health & Safety Test Bookings	0344 994 4488	<a href="http://www.cscs.uk.com/cards/health-and-safety-test">www.cscs.uk.com/cards/health-and-safety-test</a>
Job Centre Plus	0800 055 6688	<a href="http://www.gov.uk/contact-jobcentre-plus">www.gov.uk/contact-jobcentre-plus</a>
Equality & Diversity Advice		<a href="http://www.direct.gov.uk/en/GovernmentCitizensandRights">www.direct.gov.uk/en/GovernmentCitizensandRights</a>
Learning Support Direct Gov		<a href="http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/GetLearning/">www.direct.gov.uk/en/EducationAndLearning/AdultLearning/GetLearning/</a>
Adult Learning Contacts		<a href="http://www.direct.gov.uk/en/D11/Directories/UsefulContactsByCategory/EducationAndLearningContacts/D_G_10013674">www.direct.gov.uk/en/D11/Directories/UsefulContactsByCategory/EducationAndLearningContacts/D_G_10013674</a>
Employment Rights & Responsibilities		<a href="http://www.direct.gov.uk/en/employment/employees/index.htm">www.direct.gov.uk/en/employment/employees/index.htm</a>
Thinking of a Career in Construction		<a href="http://www.bconstructive.co.uk/">http://www.bconstructive.co.uk/</a>
CITB National Specialist	03004565561 03004565562	<a href="http://www.citb.co.uk/training-courses/national-specialist-team-and-national-specialist-accredited-centre/">http://www.citb.co.uk/training-courses/national-specialist-team-and-national-specialist-accredited-centre/</a>
National Careers Service		<a href="https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx">https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx</a>
National Apprentice Service		<a href="https://apprenticeshipvacancymatchingservice.lsc.gov.uk/navms/Forms/Candidate/Apprenticeships.aspx">https://apprenticeshipvacancymatchingservice.lsc.gov.uk/navms/Forms/Candidate/Apprenticeships.aspx</a>
<b>CITB Offices</b>		
Head Office	0344 994 4400	<a href="mailto:callcentre@cskill.org">callcentre@cskill.org</a>
Midlands	0300 456 5561	<a href="mailto:central.sharedservices@cskills.org">central.sharedservices@cskills.org</a>
Yorkshire & Humber & North East	0300 456 5118	<a href="mailto:North.sharedservices@cskills.org">North.sharedservices@cskills.org</a>
South East/West	0344 994 4411	<a href="mailto:South.sharedservices@cskills.org">South.sharedservices@cskills.org</a>
Scotland South	0344 994 8800	<a href="mailto:scotland.south@cskills.org">scotland.south@cskills.org</a>
Scotland North	0300 456 5260	<a href="mailto:Scotland.north@cskill.org">Scotland.north@cskill.org</a>
Wales	0344 994 7000	<a href="mailto:Wales.office@cskills.org">Wales.office@cskills.org</a>



## **What will the information be used for?**

The main use of your information is to get funding for your education and to enter you for qualifications and get the results back. We also use it to see if there are services or opportunities available that may interest you. We already do this. Having a ULN will just make it quicker and easier.

## **Do you have to give consent?**

You cannot refuse to have a ULN if you are in education or training, but you can opt out of sharing your data with other users if you wish. If you opt out, you may find that you need to fill in a form each time you move on to something new, such as a new college or employer.

To opt out of sharing your data, you should refer to a document called a Fair Processing Notice (FPN). Your provider will show you an FPN as part of the enrolment or examination process. You can opt out at enrolment or at any other time after that by calling the MIAP Help Desk (see [www.miap.gov.uk](http://www.miap.gov.uk) for details) or ask your provider to opt out on your behalf.

## **Can other people access my information?**

The law guarantees that your personal details are handled securely and sensitively. Your information will only be passed to people who have a legitimate reason to see it, such as examination boards, schools or colleges that you want to move to and government agencies with responsibility for education and training.

## **How do I find out more?**

To find out more information visit our website ([www.miap.gov.uk](http://www.miap.gov.uk))

The Centre must have and maintain a reliable and auditable system for assessment decisions and keep information on assessments, internal quality assurance and training for a minimum period of three years.

This information could be used to substantiate any claims for certification or resolve any learner's appeals during the three year period.

This information must be made available to Cskills Awards and/or the regulatory authorities on request.

For qualifications with NVQ in the title the following information must be included.

Learner assessment records detailing:

- Assessment plans
- Assessment details including who assessed, what, where and when
- Recorded assessment decisions
- Records of any exemptions used
- The assessment methods used for each unit/component
- Locations of supporting evidence
- Assessment reviews.

Do not submit original documentation you will require at a later date that is not listed above.

Following the Three year period described above the records will be securely destroyed.