AssessTech

City & Guilds Accredited

Diploma in Learning and Development

Level 4 Diploma in Learning and Development (6318-05)

Accreditation Number: 600/2773/3

Duration dependent on unit selection

Evidence-based activity

In person

Aligned to company competence standards

City & Guilds
APPROVED CENTRE

Pre-requisites

Candidates will need to be working in an environment where they have sufficient opportunity to meet the criteria for the relevant units chosen.

Recommended for

This course is ideal for:

- New or aspiring Trainers, Tutors, or Assessors
- Professionals supporting training and development within safety-critical environments
- Individuals seeking career progression within the Learning & Development function

Course outcomes

Candidates have a 12-18 month period in which to complete the course, and will achieve a **City & Guilds Level 4 Diploma in Learning and Development.**

Assessment criteria

- Each unit will be assessed using methods that are appropriate to its content
- Competence will be assessed through a combination of observed performance, portfolio evidence, and knowledge-based tasks, aligned with City & Guilds requirements.

We understand the unique challenges of training in safety-critical environments

Our Learning and Development Diploma gives you the skills to plan, deliver and assess engaging training that makes a real impact

What is it:

The **Level 4 Diploma in Learning & Development** is a nationally recognised City & Guilds qualification, tailored for the railway industry. It equips candidates with a broad and practical foundation in training, tutoring, and assessing, enabling them to support the development of others in a safety-critical environment. The AssessTech team will work with each candidate to determine the best possible selection of units to suit them and their company needs with a fixed and achievable end date.

What you can expect:

During the training, candidates will receive:

- **Course Duration:** Dependent on unit selection
- **Access to AssessBook:** To submit and store all necessary evidence and other work for achieving the diploma.
- **Flexible Pathway:** Candidates choose from optional units based on their focus, tailoring the learning journey to their role.
- **Ongoing Support:** Throughout the course, candidates receive personalised coaching and regular

feedback from AssessTech's training team to ensure successful completion.

- **Evidence Building:** Learners will collect and submit real-world evidence of their practice and development.
- **City & Guilds Registration:** Each new candidate will be registered with City & Guilds, allowing them to build on existing knowledge and skills.

Core training content

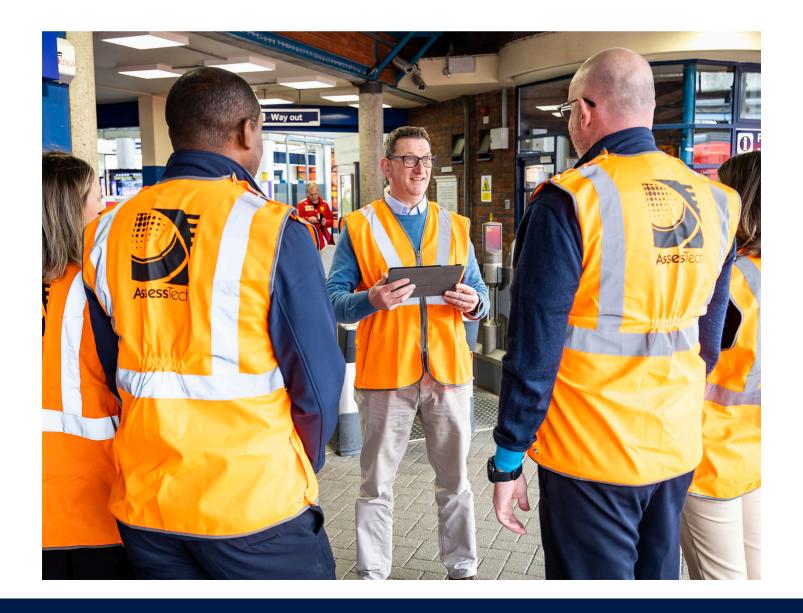To achieve the City & Guilds Level 4 Diploma in Learning and Development, learners must:

- achieve a minimum of **45 credits**, of which a minimum of **23 credits must be at Level 4** or above.
- **12 credits** must be taken from the mandatory units 002 and 012 - Group M.
- The remaining minimum of **33 credits** can be taken from units in Groups A or B, 003-011, 013-020, 022-031.

To be awarded a management endorsement the learner must achieve a minimum of **18 credits** from the units in Group B, 023-031, 524, 526, 530.

Level 4 Diploma in Learning and Development

Unit accreditation number	City & Guilds unit	Unit title	Credit Value	Level
Mandatory	Group M	Learners must achieve all 12 credits		
D/502/9542	002	Principles, theories and practices of learning and development	6	L4
J/502/9552	012	Reflect on and improve one's own practice in learning and development	6	L4
Optional	Group A			
H/502/9543	003	Identify the learning needs of organisations	6	L4
K/502/9544	004	Identify individual learning and development needs	3	L3
M/502/9545	005	Develop learning and development programmes	6	L4
T/502/9546	006	Plan and prepare specific learning and development opportunities	6	L3
A/502/9547	007	Develop and prepare resources for learning and development	6	L4
F/502/9548	008	Facilitate learning and development in groups	6	L3
J/502/9549	009	Identify the learning needs of organisations	6	L4
A/502/9550	010	Manage learning and development in groups	6	L4
F/502/9551	011	Engage learners in the learning and development process	6	L3
L/502/9553	013	Evaluate and improve learning and development provision	6	L4
D/601/5313	014	Understanding the principles and practices of assessment	3	L3
F/601/5319	015	Assess vocational skills, knowledge and understanding	3	L3
F/601/5319	016	Assess vocational skills, knowledge	6	L3
T/601/5320	017	Understanding the principles and practice of internally assuring the quality of assessment	6	L4
A/601/5321	018	Internally assure the quality of assessment (must be paired with unit 017)	6	L4
R/502/9554	019	Provide information and advice to learners and employers	3	L3
Y/502/9555	020	Engage with employers to develop and support learning provision	6	L3
D/502/9556	022	Engage with employers to facilitate workforce development	6	L4
Optional	Group B	To be awarded a management endorsement the learner must achieve a minimum of 18 credits from units 023-031		
Y/600/9588	023	Develop and evaluate operational plans for own area of responsibility	6	L3
J/615/8563	524	Provide leadership and direction for own area of responsibility	6	L4
M/600/9628	025	Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4	L3

D/615/8570	526	Work productively with colleagues and stakeholders	6	L4
H/600/9674	027	Plan, allocate and monitor work in own area of responsibility	5	L4
M/600/9600	028	Set objectives and provide support for team members	5	L3
T/600/9694	029	Developing collaborative relationships with other organisations	7	L5
M/615/8556	530	Manage a budget for own area of activity or work	7	L5
A/600/9793	031	Manage the achievement of customer satisfaction	5	L5

Group M

002 Principles, theories and practices of learning and development

Unit 002 assesses the knowledge and understanding that an advanced learning and development practitioner requires to underpin their core practice.

Learning outcomes:

1. Understand the principles, purpose and context of learning and development
2. Understand the learning and development cycle
3. Understand the needs of learners in relation to learning and development
4. Understand the roles and responsibilities of the learning and development practitioner
5. Understand legislative and organisational requirements in relation to learning and development

How will this be achieved?

• This unit must be assessed by methods appropriate to assessing knowledge. If the unit is being undertaken in conjunction with applied, competence-based units, it may be possible for learners to demonstrate some or all of the required knowledge for this unit in their performance evidence.
• There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

012 Reflect on and improve own practice in learning and development

Unit 012 assesses the competence of a practitioner to reflect on, evaluate and improve their learning and development practice.

Learning outcomes:

1. Understand approaches to and processes associated with reflective practice and continuing professional development
2. Reflect on own performance as a learning and development practitioner
3. Improve own learning and development practice

How will this be achieved?

• This unit assesses occupational competence.
• Evidence for learning outcomes 2 and 3 must come from performance in the work environment.
• There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Group A

003 Identify the learning needs of organisations

Unit 003 assesses a learning and development practitioner's competence in carrying out a learning or training needs analysis for an organisation. 'Organisation' in this context is taken to mean any group or team learning together as well as a whole organisation.

Learning outcomes:

1. Understand the principles and practices of learning needs analysis for organisations
2. Be able to conduct learning needs analysis for the organisation
3. Be able to agree organisational learning and development plans with relevant people

How will this be achieved?

- Evidence for learning outcomes 2 and 3 must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

004 Identify individual learning and development needs

Unit 004 assesses a learning and development practitioner's understanding of and competence in carrying out a learning or training needs analysis for an individual.

Learning outcomes:

1. Understand the principles and practices of learning needs analysis for individuals
2. Conduct learning needs analysis for individuals
3. Agree individual learning and development needs

How will this be achieved?

- This unit assesses occupational competence.
- Evidence for learning outcomes 2 and 3 must come from performance in the work environment.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

005 Develop learning and development programmes

Unit 005 assesses a learning and development practitioner's competence in developing learning and development programmes. It does not include the detailed preparation or implementation of the programme

Learning outcomes:

1. Understand the principles underpinning the development of learning and development programmes
2. Be able to develop and review learning and development programmes

How will this be achieved?

- Evidence for learning outcomes 2 and 3 must come from carrying out activities in a work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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006 Plan and prepare specific learning and development opportunities

Unit 006 assesses a learning and development practitioner's competence in planning and preparing learning and development - for example formal training sessions, coaching sessions or informal experiences such as periods in the workplace.

Learning outcomes:

1. Plan learning and development opportunities
2. Prepare specific learning and development opportunities to meet learner needs

How will this be achieved?

- This unit assesses occupational competence.
- Evidence for all learning outcomes must come from performance in the work environment.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

007 Develop and prepare resources for learning and development

Unit 007 assesses a learning and development practitioner's competence in developing and preparing resources to support learning and development.

Learning outcomes:

1. Understand principles underpinning development and preparation of resources for learning and development
2. Develop resources to meet learning and development needs

How will this be achieved?

- This unit assesses occupational competence.
- Evidence for learning outcome 2 must come from performance in the work environment.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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008 Facilitate learning and development in groups

Unit 008 assesses the candidate's understanding of group dynamics, and facilitating learning and development in groups.

Learning outcomes:

1. Understand principles and practices of learning and development in groups
2. Facilitate learning and development in groups
3. Assist groups in applying new knowledge and skills in practical contexts
4. Assist learners to reflect on their learning and development undertaken in groups

How will this be achieved?

- Learning outcomes 2, 3 and 4 in this unit require performance evidence of the learner working with real learners in a genuine organisational context through observation of performance in a work environment or examining products of work.
- Supplementary evidence may be gathered through questioning, discussion, use of others (witness testimony) and looking at practitioner statements.

009 Facilitate learning and development for individuals

Unit 009 is intended to assess a candidate's understanding of how to effectively facilitate learning and development for individuals, such as in a coaching or mentoring capacity. Candidates are expected to demonstrate knowledge of a range of methods to support individual learning.

Learning outcomes:

1. Understand principles and practices of one to one learning and development
2. Facilitate one to one learning and development
3. Assist individual learners in applying new knowledge and skills in practical contexts
4. Assist individual learners in reflecting on their learning and/or development

How will this be achieved?

This unit assesses occupational competence. Evidence for Learning Outcomes 2, 3, and 4 must be gathered through direct performance in the workplace. All assessment criteria must be supported by valid, authentic, and sufficient evidence.

Assessment of Learning Outcomes 2, 3, and 4 must include the following methods:

• Observation of performance in the work environment

• Examination of work products

Additional supporting evidence may be collected through:

• Questioning

• Professional discussion

• Witness testimonies

• Practitioner statements

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010 Manage learning and development in groups

Unit 010 is intended to assess a learning and development practitioner management of learning and development in groups. They are expected to understand the use of a variety of management methods, for example, motivational strategies, behaviour management, provision of advice as well as deliver strategies to facilitate learning. They are also expected to involve learners within groups in the learning and development process.

Learning outcomes:

1. Understand the principles and practices of managing learning and development in groups
2. Be able to manage group learning and development environments
3. Be able to apply methodologies to manage learning and development in groups
4. Be able to manage learning and development in groups to comply with legal and organisational requirements

How will this be achieved?

• Evidence for learning outcomes 2, 3 and 4 must come from carrying out activities in a work environment in a genuine organisation.

• There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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011 Engage learners in the learning and development process

Unit 011 assesses a learning and development practitioner's competence in assisting learners to become engaged and involved in their own learning and development process. It includes knowledge and understanding of the role of mentoring, but does not include the development of specific mentoring skills. Although it implies assistance and support for the learner, the unit is not about learning support.

Learning outcomes:

1. Understand principles and purpose of engaging learners in learning and development
2. Understand the role of mentoring in facilitating learning
3. Assist and engage the learner in the learning and development process
4. Assist the learner in reviewing their own progress

How will this be achieved?

- This unit assesses occupational competence.
- Evidence for learning outcomes 3 and 4 must come from performance in the work environment.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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013 Evaluate and improve learning and development provision

Unit 013 assesses a learning and development practitioner's competence in assisting learners to evaluate and improve the learning and development for which they are responsible in an ongoing basis.

Learning outcomes:

1. Understand contexts for evaluation and quality improvement of learning and development
2. Understand evaluation of learning and development
3. Be able to evaluate learning and development in accordance with organisational requirements
4. Be able to improve learning and development ensuring regulatory and organisational requirements are met

How will this be achieved?

- This unit assesses occupational competence.
- Evidence for learning outcomes 3 and 4 must come from performance in the work environment.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

014 Understanding the principles and practices of assessment

Unit 014 assesses a learning and development practitioner's knowledge and understanding of the principles and practices of assessment.

Learning outcomes:

1. Understand the principles and requirements of assessment
2. Understand different types of assessment method
3. Understand how to plan assessment
4. Understand how to involve learners and others in assessment
5. Understand how to make assessment decisions
6. Understand quality assurance of the assessment process
7. Understand how to manage information relating to assessment
8. Understand the legal and good practice requirements in relation to assessment

How will this be achieved?

- The evidence for this unit will be completed through a series of written responses to standardised questions, which can be completed either within the class environment or as a project for candidates to complete at their own pace.
- The AssessTech trainer will decide the best approach based on the candidate's needs.

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015 Assess occupational competence in the work environment

Unit 015 assesses a learning and development practitioner's performance in carrying out assessments of occupational competence in a work environment.

Learning outcomes:

1. Plan the assessment of occupational competence
2. Be able to make assessment decisions about occupational competence
3. Be able to provide required information following the assessment of occupational competence
4. Be able to maintain legal and good practice requirements when assessing occupational competence

How will this be achieved?

- The evidence for this unit will be completed through four practical assessments within the candidate's work environment, involving two individuals (e.g., two assessments on two individuals). This allows the training Assessor to develop their candidate within the work environment.

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016 Assess vocational skills, knowledge and understanding

Unit 016 assesses a learning and development practitioner's performance in carrying out the assessment of vocational skills, knowledge and understanding. The unit does not require the design of assessments.

Learning outcomes:

- Be able to prepare assessments of vocational skills, knowledge and understanding
- Be able to carry out assessments of vocational skills, knowledge and understanding
- Be able to provide required information following the assessment of vocational skills, knowledge and understanding
- Be able to maintain legal and good practice requirements when assessing vocational skills, knowledge and understanding

How will this be achieved?

Evidence for all learning outcomes must come from carrying out assessments with real learners.

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017 Understanding the principles and practices of internally assuring the quality of assessment

Unit 017 assesses the knowledge and understanding a learning and development practitioner requires for the internal quality assurance of assessment.

Learning outcomes:

1. Understand the context and principles of internal quality assurance
2. Understand how to plan the internal quality assurance of assessment
3. Understand techniques and criteria for monitoring the quality of assessment internally
4. Understand how to internally maintain and improve the quality of assessment
5. Understand how to manage information relevant to the internal quality assurance of assessment
6. Understand the legal and good practice requirements for the internal quality assurance of assessment

How will this be achieved?

- The evidence for this unit will be completed through a series of written responses to standardised questions, which can be completed either within the class environment or as a project for candidates to complete at their own pace.

018 Internally assure the quality of assessment

Unit 018 assesses the performance of a learning and development practitioner with responsibility for the internal quality assurance of assessment.

Learning outcomes:

1. Be able to plan the internal quality assurance of assessment
2. Be able to internally evaluate the quality of assessment
3. Be able to internally maintain and improve the quality of assessment
4. Be able to manage information relevant to the internal quality assurance of assessment
5. Be able to maintain legal and good practice requirements when internally monitoring and maintaining the quality of assessment

How will this be achieved?

The evidence for this unit will be completed via practical verifications and standardisation activities within the candidate's work environment.

019 Provide information and advice to learners and employers

Unit 019 assesses a learning and development practitioner's performance in providing information and advice to learners and employers. Information and advice could cover: learning and development opportunities, assessment and qualifications, careers and progression routes, funding sources or professional support.

Learning outcomes:

1. Understand information and advice available for learners and employers
2. Understand own boundaries and limitations in relation to providing information and advice
3. Be able to provide information and advice to learners and employers
4. Be able to assist learners and employers to access information and advice

020 Engage with employers to develop and support learning provision

Unit 020 assesses a learning and development practitioner's competence in working with employers to provide learning and development opportunities for learners. Opportunities might include, for example: work experience placements, apprenticeship programmes, mentoring.

Learning outcomes:

1. Understand information relating to employers developing provision for learners
2. Understand how to engage with employers for the benefit of learners
3. Be able to engage with employers for the benefit of learners
4. Be able to evaluate the effect of employer provision on the learner and partner organisation

How will this be achieved?

- This unit assesses understanding and occupational competence.
- Evidence for learning outcomes 3 and 4 must come from performance in the work environment.

022 Understanding the employing organisation

Unit 022 assesses a practitioner's competence in designing and delivering learning and development solutions to businesses.

Learning outcomes:

1. Understand the opportunities available for workforce development
2. Understand how to engage with employers to promote workforce development
3. Understand how to design learning and development opportunities in the workplace
4. Understand how to facilitate learning and development opportunities in the workplace
5. Be able to engage with employers on workforce development issues
6. Be able to work with employers to facilitate workforce development solutions

How will this be achieved?

- Evidence for learning outcomes 5 and 6 must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Group B

023 Develop and evaluate operational plans for own area of responsibility

Unit 023 helps learners to develop, implement, monitor and review operational plans for own area of responsibility.

Learning outcomes:

1. Align objectives of own area of responsibility with those of own organisation
2. Implement operational plans in own area of responsibility
3. Monitor and evaluate operational plans in own area of responsibility

How will this be achieved?

- Evidence for all learning outcomes must come from carrying out activities in the work environment.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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524 Provide leadership and direction for own area of responsibility

Unit 024 helps learners to provide leadership and direction for their area of responsibility.

Learning outcomes:

1. Be able to lead in own area of responsibility
2. Provide direction and set objectives in own area of responsibility
3. Communicate the direction for own area of responsibility and collect feedback to inform improvement.
4. Assess own leadership performance

How will this be achieved?

- Evidence for all learning outcomes must come from carrying out activities in the work environment in a genuine organisation. Simulations, projects or assignments are not allowed for this unit.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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025 Manage or support equality of opportunity, diversity and inclusion in own area of responsibility

Unit 025 helps learners understand how to manage or support equality, diversity and inclusion in own area of responsibility.

Learning outcomes:

1. Understand own responsibilities under equality legislation, relevant codes of practice and own organisational policies.
2. Be able to communicate an organisation's written equality, diversity and inclusion policy and procedures in own area of responsibility
3. Be able to monitor equality, diversity and inclusion within own area of responsibility
4. Provide direction and set objectives in own area of responsibility
5. Communicate the direction for own area of responsibility and collect feedback to inform improvement.
6. Assess own leadership performance

How will this be achieved?

- Evidence for learning outcomes 2 and 3 must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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526 Work productively with colleagues and stakeholders

Unit 026 will help learners to maintain, monitor, review and improve working relationships with colleagues and stakeholders.

Learning outcomes:

1. Provide colleagues and stakeholders with information
2. Consult with colleagues and stakeholders in relation to decisions or activities
3. Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders.
4. Understand how to manage potential conflicts of interest
5. Understand how to be able to monitor working relationships
6. Be able to review and improve the effectiveness of working relationships

How will this be achieved?

- Evidence for learning outcomes 1, 2 and 6 must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

027 Plan, allocate and monitor work in own area of responsibility

Unit 027 helps learners to plan, allocate and monitor work in own area of responsibility, and make any necessary changes to original work plans.

Learning outcomes:

1. Produce a work plan for own area of responsibilityProvide direction and set objectives in own area of responsibility
2. Allocate and agree responsibilities with team members
3. Monitor the progress and quality of work in own area of responsibility and provide feedback.
4. Review and amend plans of work for own area of responsibility and communicate changes

How will this be achieved?

- Evidence for all learning outcomes must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

028 Work productively with colleagues and stakeholders

Unit 028 ensures that learners are able to identify the requirements of a team based on its objectives, develop a team to fulfil those objectives, support team development and manage a team through a project. It also ensures that the learner understands how to disband a team.

Learning outcomes:

1. Communicate a team's purpose and objectives to the team members.
2. Develop a plan with team members showing how team objectives will be met.
3. Support team members identifying opportunities and providing support.
4. Monitor and evaluate progress and recognise individual and team achievement.

How will this be achieved?

- Evidence for all learning outcomes must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

029 Developing collaborative relationships with other organisations

Unit 029 will ensure that learners are able to identify, set up, maintain, review and evaluate collaborative relationships between their own and other organisations.

Learning outcomes:

1. Identify potential collaborative opportunities with other organisations
2. Agree the strategic aims and objectives of collaboration
3. Agree methods and expected outcomes of collaboration
4. Instigate and sustain a collaborative relationship with another organisation
5. Review and evaluate the collaboration with another organisation

How will this be achieved?

- Evidence for all learning outcomes must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

530 Manage a budget for own area or activity of work

Unit 030 helps learners to prepare a budget, address variance, and monitor and review a budget for own area or activity of work.

Learning outcomes:

1. prepare a budget for own area of responsibility
2. manage a budget
3. review budget management performance

How will this be achieved?

- Evidence for all learning outcomes must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

031 Manage the achievement of customer satisfaction

Unit 030 helps learners to understand the importance of monitoring customer service satisfaction levels to manage the achievement of customer satisfaction.

Learning outcomes:

1. Understand customer service standards required in own organisation
2. Implement sustainable processes for customer satisfaction
3. Manage and support colleagues in delivering customer service standards
4. Manage and develop culture in own organisation to support customer service standards
5. Monitor customer service levels for continuous improvement

How will this be achieved?

- Evidence for learning outcomes 3 and 5 must come from carrying out activities in the work environment in a genuine organisation.
- There must be valid authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Book your course:

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AssessTech

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